

AGTV Critical Incidents Policy 2024

The Committee organises events in-person in venues or online.

We coordinate the AGTV-BJR student exchange where exchange students live in the homes of host families and attend schools in Victoria and Bavaria in Germany.

Purpose

The Committee recognises the need to prepare for and respond to critical incidents which may impact the people involved in the services we provide. In the event of a critical incident, the Committee acknowledges its responsibilities and duty of care to implement transparent and consistent procedures and processes to ensure accountability.

The AGTV Critical Incident Policy defines what constitutes a critical incident, who is in charge of the response, how to communicate with the affected parties and the public, what resources and support are available, and how to evaluate and improve the policy.

Scope

The AGTV Critical Incidents Policy outlines the way the Committee will prepare for and respond to critical incidents in terms of:

- what actions need to be taken
- how these actions will be completed
- who completes them
- evaluating responses

Definition

A critical incident is a traumatic incident or threat of traumatic incident which causes disruption, creates significant danger or risk, and creates a situation where people may be injured, feel unsafe or vulnerable, or may significantly damage the services and personnel of the Association. This includes suspected or alleged child abuse or harm.

Policy

The Committee is committed to providing safe physical and online environments when planning and delivering services.

The Committee will ensure risk assessments are conducted for the services we provide to create risk management plans. These plans must be regularly reviewed or updated in response to incidents, feedback from stakeholders and to comply with legal obligations.

The Committee will use an incident classification ranging from L1- minor, L2-moderate to L3-critical to classify incidents. This policy deals with L3 critical incidents.

AGTV L3 Critical Incident Classification

Level 3 – critical Is critical	Incident is a situation with a substantial, major or catastrophic impact and will be an event or issue that: a) relates to suspected or alleged child abuse or harm b) has a long-term or profound effect; c) cannot be controlled through standard procedures and channels; and d) needs high levels of resources and inputs from the Committee to manage, which will involve external support and, if the incident is an emergency, an Emergency Response Team.
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Potential Critical Incidents

- Natural disasters
- Global events (e.g. pandemic)
- Terrorism
- Cyberattack
- Serious illness, injury or mental health concerns
- Child abuse or harm

and specifically, for coordinating the AGTV BJR exchange

- the student becoming a victim of crime, or facing arrest or criminal charges
- the death or serious illness of family members
- a breakdown in the host family arrangements

AGTV Critical Incident Procedures

The Committee use risk management plans to plan, conduct and evaluate services we provide. Child safety and wellbeing is paramount.

Procedures for Managing a Critical Incident

Reporting: How do we find out?

Incidents can be made known to the Committee:

- in-person or by phone or email to the person in charge of an event or service or a Committee member
- by using this email: complaints@agtv.vic.edu.au
- by a third-party e.g. VRQA, BJR in Munich
- by alerts from VicEmergency, Smartraveller
- by media reports

Incidents related to the AGTV BJR exchange can be reported to personnel involved in the program.

- 24/7 contact by phone and email to the AGTV Coordinator of the AGTV BJR exchange during exchange periods, who has 24/7 contact with the BJR personnel in Munich, Germany.
- Phone or email contact with the BJR personnel in Munich during business hours
- In-person or by phone or email to support staff during exchange periods e.g. School Liaison Officer, Group Leaders.
- Host families and School Liaison Officers must report incidents to the AGTV and/or BJR personnel.

- The AGTV Coordinator or President must report critical incidents involving AGTV BJR exchange students to the VRQA

Responses to incidents: What do we do?

All critical incidents must be reported to the President and Vice-Presidents via the complaints email, and if they don't respond, reported to the Secretary or Treasurer.

The Committee treats disclosures and/or formal reports of abuse as a priority with the safety and wellbeing of children and young people paramount to our response.

The President or representative use the Risk Management Plan to respond, including reviewing the situation, setting priorities, allocating tasks and responsibilities and coordinating the response to the critical incident. This means:

- working with the Executive and person/s in charge of the event or service in coordinating the response
- referring to the warning and advice issued by the relevant authority about an incident
- contacting and reporting matters to the relevant authority as required e.g. VRQA, police, Commission for Children and Young People
- notifying and/or seeking help from Commission for Children and Young People, DFAT, Embassies or Consulates as required
- maintaining contact with people directly or indirectly impacted by the matter during the response and following up to check on their health and wellbeing
- organising professional support for people as required
- issuing a statement for people involved about the response in line with the privacy policy

Recording Details

All critical incidents are recorded in the Critical Incident register by the President or a Vice-President. The President or a Vice-President updates the register with details of the response.

A report is prepared for a committee meeting for their review.

Details of each Critical Incident must be kept for at least 2 years after the incident.

Evaluating critical incidents: How can we improve?

The Committee will review the policies and procedures relevant to the incident and make improvements to plans, processes and/or training as required.

The Committee will comply with all legal obligations.

The Committee may need to contact the AGTV insurance company or cooperate with other insurance companies to facilitate claims.

Other Relevant Policies and Plans

- AGTV Risk Management Policy
- AGTV Risk Management Plans
- AGTV Privacy Policy
- AGTV Recordkeeping Policy

Contacts

Emergency Services: call triple zero 000

President and Vice-Presidents: complaints@agtv.vic.edu.au

Secretary: secretary@agtv.vic.edu.au

Treasurer: treasurer@agtv.vic.edu.au

AGTV BJR Exchange Coordinator: bjr@agtv.vic.edu.au

Resources

Reportable Conduct Scheme

<https://ccyp.vic.gov.au/reportable-conduct-scheme/>

FAQ Reportable Conduct Scheme

<https://ccyp.vic.gov.au/reportable-conduct-scheme/reportable-conduct-scheme-frequently-asked-questions>

VicEmergency

<https://www.emergency.vic.gov.au/respond/>

Smartraveller

<https://www.smartraveller.gov.au/destinations/europe/germany>

Australian Embassy in Berlin

<https://germany.embassy.gov.au/beln/home.html>

Federal Republic of Germany Embassy in Canberra

<https://australien.diplo.de/au-en/ueber-uns/botschaft>