



Critical Incidents and Occupational Health & Safety

DATE LAST REVIEWED:	December 2013
DATE OF THIS REVIEW:	June 2015
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APPROVED BY:	Peggy Millios, Peter Millios
RELEVANT STANDARDS FOR RTO'S:	8.5, 8.6,
POSITION DESCRIPTION(S):	Principal Compliance Officer Student Service Officer Educator(s) Salon Coordinator
REFERENCE MATERIAL:	Occupational Health and Safety Act 1985 Standards for Registered Training Organisations (RTOs) 2015 National Vocational Education and Training Regulator Act 2011

SCOPE / PURPOSE:

Paraskevi International Centre of Hairdressing Excellence ("Paraskevi") recognises that the management of critical incidents and general occupational health and safety is essential, and will ensure a consistent duty of care level is maintained for all staff, clients and students by implementing and managing sound Critical Incident and OH&S procedures.

POLICY DETAILS:

1. Critical Incidents

- a) A critical incident is a traumatic event, or the threat of such which causes extreme stress, fear or injury. This includes, but is not limited to:
 - Serious injury, illness or death of a student or staff
 - Students or staff lost or injured on an excursion
 - A missing student
 - Severe verbal or psychological aggression
 - Physical assault
 - Student or staff witnessing a serious accident or incident of violence
 - Natural disaster e.g. earthquake, flood, windstorm, hailstorm or extremes of temperature
 - Fire, bomb threat, explosion, gas or chemical hazard
 - Social issues e.g. drug use, sexual assault
- b) If a critical incident occurs the nominated First Aid Officer must be notified and attend to the affected party, until such time as emergency services arrive (if required).
- c) An 'Incident Report Form' will be completed, detailing the nature of the event, who was involved, the immediate action taken and any follow-up action that may be required.
- d) The Incident Report Form should be submitted to management, and a copy stored in the student file or staff HR files (if applicable).

- e) After the event of a critical incident, Paraskevi will identify any other parties who may be affected, and provide access to the appropriate support services.
- f) Paraskevi will maintain contact with the injured or affected parties and/or their family, and provide ongoing support wherever possible throughout their recovery process.
- g) Depending on the nature of the incident, management may deem it appropriate to address the whole team to inform them of the details of the incident, and the condition of the student concerned. Incidents (and actions following) will be reviewed to evaluate company emergency procedures, and to establish mitigation strategies where possible to ensure the incident is not repeated.
- h) All incidents will be recorded on the 'Critical Incident Register' and its location and contents communicated to all staff. Updates or amendments to the register will be communicated via staff meetings, staff memos and 'In Service Day' knowledge sharing days.

2. Emergency Procedures

- a) Paraskevi's emergency procedure focuses on the actions to be taken by Wardens and all occupants when and if an emergency occurs. It is designed to ensure an appropriate response to an emergency up to the arrival of the emergency services. Physical evacuation exercises are also conducted to test the procedures.
- b) Emergency evacuation procedures are displayed in each building, and are provided to staff members at the time of induction.
- c) It is the responsibility of each staff member to familiarise themselves with the procedures, and to be prepared to implement them when advised by the Emergency Wardens.

3. Occupational Health & Safety

- a) Management are responsible for ensuring all staff members are aware of the OH&S requirements and that the required processes are implemented in their training environment.
- b) Workplace consultation regarding OH&S is conducted informally on a one-to-one basis as issues arise, however if a general concern about OH&S is raised, a meeting will be held to advise all staff of the approaches being taken to manage the concern.
- c) Appropriate clothing and shoes with a closed toe must be worn in the classroom and salon at all times. Other forms of personal protective equipment may also be required, including gloves when handling or mixing chemicals and masks when working with bleaching powders. These are available in the salon and classrooms and any other areas where such activities are undertaken.
- d) Heavy lifting and manual handling of heavy or awkward objects is not to be undertaken at any time without the assistance of another person or the relevant devices. Trolleys are available for use when moving heavy objects from place to place.
- e) If staff members are engaged in repetitive activities, they must ensure that take regular breaks and engage in some suitable stretching actions to relieve tension caused by overuse of one set of muscles.
- f) Some substances used in the workplace may be hazardous to health. Safety Data Sheets (SDS's) are available in the training room and on the salon floor. Staff members are responsible for reading the relevant SDS before handling any chemicals.
- g) A first aid kit is located in the staff kitchen for small accidents. No medication (including aspirin or Panadol) is to be provided to staff, students or visitors at any time.