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# AUSTRALIAN AIRLINE PILOT ACADEMY

## CRITICAL INCIDENT POLICY AND PROCEDURES

## 1.0 Purpose

- 1.1 In compliance with the National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 6.8, the Critical Incident Policy and Procedures is intended to provide the framework and procedures for dealing with a critical incident including reporting, approach, action, support, media, counselling services, training, evaluation and follow-up, review and return to normality.
- 1.2 This policy applies to all domestic and international students, staff, volunteers and contractors, and is approved for immediate implementation.
- 1.3 All aviation related critical incidents and accidents will be responded to in accordance with the processes described in the Regional Express Group Emergency Response Plan and with other Rex Group Manuals including Safety Management System Manual.

## 2.0 What is a critical incident?

- 2.1 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.' A critical incident would include any of the following:
  - Death of student (on or off campus)
  - Attempted suicide
  - Life threatening injury/illness
  - Missing student
  - Fire/Explosion with injuries or significant damage
  - Natural disasters (eg flood, severe storm, bushfires, etc)
  - Sexual and/or physical assault
  - Threats of violence to staff, student or to oneself
  - Bomb threat or threats
  - Drug or alcohol overdose
  - Campus disturbance / riots
  - Flu pandemic (eg SARS, COVID-19, etc)

**Note:** *Non-Life Threatening Events* can also be classed as critical incidents.

### **3.0 Procedures**

- 3.1 New students are informed of the Critical Incident Policy on their first day of orientation which includes the official point of contact and procedures to be followed in the event of a critical incident. They are to sign on the Acknowledgement Form that they have read and understood the content of the policy and procedures.
- 3.2 All new staff to undertake induction which includes Critical Incident Policy and Procedures.

### **4.0 Actions to be taken when critical incident occurs**

- 4.1 If a critical incident has or is occurring, the first response is to:
  - 4.1.1 Ensure the safety of staff, students and themselves,
  - 4.1.2 Contact AAPA Safety Manager (Campus) and AAPA Chief Pilot (Airside/Flight) as the official point of contact for students,
  - 4.1.3 Contact the emergency services - Fire, Police or Ambulance - if required, and
  - 4.1.3 Finally contact the Critical Incident Response Team (CIRT) on their mobile. See team member contact below.

### **5.0 Actions by Critical Incident Response Team (CIRT)**

- 5.1 The Head of Operations (HOO) is the CIRT leader.
- 5.2 The CIRT will meet and assess the incident with regard first response actions and risk to the safety of all staff, students and others.
- 5.3 If an associated risk is still active CIRT will action a strategy to implement further measures which may include identifying emergency response requirements and further action to ensure staff, students and others are removed from harm's way.
- 5.4 A member of the CIRT will contact emergency services (fire, police or ambulance) and relevant external bodies if necessary.
- 5.5 The CIRT will determine who and the arrangements for informing stakeholders including staff, students, management, next of kin and external parties of the incident.
- 5.6 Media response will be dealt with by AAPA Executive Chairman. Staff and students are advised to direct all media enquiries to AAPA Executive Chairman and not to provide any comments to media in regard to a critical incident.

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5.7 If trauma is experienced by individuals, CIRT will arrange for appropriate medical and/or counselling assistance.

5.8 All critical incidents require the completion of a Safety Management System (SMS) report within 24 hours as far as possible.

**6.0 Follow up to the incident**

6.1 The attached table '*Critical Incident – Quick Reference Guide*' outline the processes to be followed in response to a critical incident. It is meant to be used as a guide and is not meant to be prescriptive as it cannot cover every detail of every situation and there needs to be flexibility depending on the circumstances involved.

**7.0 Records of the incident /Action to be taken**

7.1 When the risk has passed, the first response staff member will complete the SMS Report.

7.2 When the risk has passed, the AAPA Executive Chairman may convene a meeting with the CIRT and any applicable managers/staff to review the incident, evaluate the response and lessons learned and implement actions or policy and process changes if required.

7.3 The AAPA Executive Chairman will notify Department of Home Affairs (DHA) as soon as possible after the incident; this may include reporting via PRISMS.

7.4 If recommended changes to the Critical Incident Policies and Procedures are identified after the event, these will be documented in the SMS Report logs and Corrective Action Record.

**8.0 Privacy and confidentiality**

8.1 AAPA will maintain the confidentiality of personal information related to all persons involved in or witnessing the incident except when the disclosure of personal information following an event is required by law enforcement authorities as part of a criminal investigation, or by other investigating authorities as part of a formal investigation.

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**9.0 Critical Incident Response Team (CIRT)**

<b>Name</b>	<b>Position</b>	<b>Number</b>
Chris Hine	AAPA Executive Chairman	0401576697
Geoff Cook	Head of Operations (HOO) / Chief Flying Instructor (CFI)	0400248611
Andrew Messer	Standby HOO and CFI	0411442202
Anthony Gibara	Safety Manager	0404838250
Mohammad Ghasemian	Safety Officer / Chief Ground Instructor	0401419093
Shannon Jaeger	Campus Supervisor / Flight Attendant Trainer and Course Assessor	0402251128
Christine Zhu	Corporate Affairs	0459107453
Vanisha Tan	Operations Manager	0413090637
Henry Chia	RTO Manager	0448100935
Louise Westblade	Human Resources Advisor	0412426394

**9.0 Important Contact Numbers:**

<b>Name</b>	<b>Number</b>
*Police	000
*Fire & Rescue	000
*Ambulance	000
SafeWork NSW	13 10 50
Department of Home Affairs (DHA)	13 18 81
Australian Transport Safety Bureau (ATSB)	1800 011 034
Wagga Council	1300 292 442
Overseas Student Health Cover (OSHC)	1800 775 204
Lifeline	131114
Alcohol and drugs	1800 888 236
Rape helpline	1800 424 017
Vietnam Embassy	293 271 912
Civil Aviation Authority of Vietnam (CAAV), Flight Safety Standard Department	(84-4) 38271992

*\*Note: if you are out of network range, Dial 112 on mobile for emergency services*

**10.0 Related policies**

- Regional Express Group Emergency Response Plan (GERP)
- Safety Management System Manual

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**11.0 Associated standards**

Refer to: [ESOS Act 2000 Section 21, National Code 2007 Standard 3.1]

**12.0 Revision History:**

<b>Version number</b>	<b>Effective Date</b>	<b>Brief Description</b>	<b>Author</b>
1.0	01/04/2015	First release	Nancy Li
1.1	10/10/2016	Update on contact details	Henry Chia
1.2	16/10/2017	Include a Quick Reference Guide	Henry Chia
1.3	22/10/2019	Update on contact details and National Code	Henry Chia
1.4	25/03/2020	Update CIRT Leader and Louise contact number	Henry Chia
1.5	29/07/2020	Update on contact details	Henry Chia
1.6	22/10/2020	Update on contact number	Henry Chia

## CRITICAL INCIDENT - QUICK REFERENCE GUIDE

### Death of student (on or off campus)

- Contact immediately AAPA Safety Officer / Chief Pilot.
- Contact next the Critical Incident Response Team (CIRT)
- AAPA Executive Chairman, in consultation with Police, to contact student's parents or next of kin (NOK).
- Where appropriate, provide support to family/NOK in making arrangements for funeral, memorial service, repatriation, obtaining a death certificate, return of student personal belongings, etc,
- If family/NOK wish to travel to AAPA, assist arrangements for visa, travel, accommodation & other arrangements
- AAPA Executive Chairman to send a condolence letter to the student's family/NOK
- Communicate to all staff/students that they should not comment to press or on social media to ensure parents/NOK learn the news through appropriate channel
- Where appropriate, AAPA Executive Chairman to make statements on behalf of AAPA.
- Submit SMS report as soon as possible
- Provide counselling support to those directly affected by the incident
- Update all student records that the student is deceased so that communication will not be sent to the deceased student
- Close financial account of deceased & arrange for refund of the student fee if applicable
- Cancel CoE and update PRISM
- Cancel OSHC
- Return ASIC Pass

### Attempted suicide

- Contact immediately AAPA Safety Officer / Chief Pilot.
- Contact next the Critical Incident Response Team (CIRT)
- Provide immediate care – call for first aid or ambulance.
- Check with student if parents/NOK is to be notified. If yes, assist visit from parents/NOK where appropriate– travel, accommodation and other arrangements
- Communicate to all staff/students that they should not comment to press or on social media to respect the student privacy and confidentiality.
- Where appropriate, AAPA Executive Chairman to make statements on behalf of AAPA.
- Submit SMS report as soon as possible
- Provide counselling support to those directly affected by the incident
- Update all student records if study has to be suspended or terminated.
- Update financial account and arrange for refund of the student fee if applicable
- Cancel or suspend CoE on PRISM, where applicable
- Cancel OSHC where applicable
- Return ASIC Pass where applicable

### Life threatening injury/illness

- Provide immediate care to the injured – first aid or ambulance.
- Contact immediately AAPA Safety Officer / Chief Pilot.
- Contact next the Critical Incident Response Team (CIRT)
- Notify Safe Work NSW
- Contact NSW Emergency Services if required
- Ensure incident site is not disturbed & is safe from recurrence
- Gather basic information from injured (if able to) while details are fresh
- Check with student if parents/NOK is to be notified & if yes, assist visit from parents/NOK where appropriate – visa, air tickets, accommodation and other arrangements.

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- Communicate to all staff/students that they should not comment to press or on social media to respect the privacy and confidentiality of the injured.
- Carry out investigation in consultation with Safety Officer and/or relevant stakeholders, recommend corrective action and ensure that agreed corrective actions are implemented, monitored and reviewed for effectiveness
- Where appropriate, AAPA Executive Chairman to make statements on behalf of AAPA.
- Submit SMS report as soon as possible
- Ensure all incidents are recorded and maintained
- Update student record
- Update PRISM if student study has to be suspended where applicable
- Inform OSHC of suspension/cancellation, where applicable
- Return ASIC Pass, where applicable.

### Missing student

- Confirm that the student has not applied for leave of absence, suspend from study or cancel enrolment
- Confirm if the student has been seen in or around the campus
- Establish if student has been attending classes, submitted assignments or had recent contact with classmates, staff
- Verify student details – phone number, email, address - & contact the student
- Contact immediately AAPA Safety Officer / Chief Pilot.
- Contact next the Critical Incident Response Team (CIRT)
- Notify Police, Rex/VFT/FTC/VPA after consultation with CIRT.
- Communicate to all staff/students that they should not comment to press or on social media to ensure accuracy of information.
- Where appropriate, AAPA Executive Chairman to make statements on behalf of AAPA.
- Update student record
- Cancel CoE / update PRISM
- Cancel OSHC
- Return ASIC Pass

### Fire/Explosion with injuries or significant damage

- Trigger fire alarm
- Provide immediate care to the injured – call for first aid or ambulance.
- Fight fire if safe to do so
- Evacuate people
- Contact immediately AAPA Safety Officer / Chief Pilot.
- Contact next the Critical Incident Response Team (CIRT)
- Contact Fire & Rescue
- Contact ATSB after consultation with CIRT
- Check with student if parents/NOK is to be notified & if yes, assist visit from parents/NOK where appropriate – visa, air tickets, accommodation and other arrangement.
- Communicate to all staff/students that they should not comment to press or on social media to respect the privacy and confidentiality of the injured and to ensure accuracy of information.
- Where appropriate, AAPA Executive Chairman to make statements on behalf of AAPA.
- Carry out investigation in consultation with Safety Officer and/or relevant stakeholders, recommend corrective action and ensure that agreed corrective actions are implemented, monitored and reviewed for effectiveness
- Submit SMS report as soon as possible.
- Ensure all incidents are recorded and maintained
- Update student record, where applicable
- Update PRISM if student study has to be suspended, where applicable
- Inform OSHC of suspension, where applicable



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### Natural disasters eg flood, severe storm, bushfires

- Contact immediately AAPA Safety Officer / Chief Pilot.
- Contact next the Critical Incident Response Team (CIRT)
- Call for ambulance if someone is in need of medical attention.
- Contact Emergency Services
- Coordinate response of emergency services
- Coordinate evacuation and welfare of people
- Protect property if safe to do so
- Provide operational updates to CIRT

#### After a natural disaster

- File for insurance claim
- Notify power and phone companies
- Review emergency and evacuation plan for improvement
- Submit SMS report as soon as practicable

### Sexual and/or physical assault

- Take reasonable care to protect safety of student
- Provide immediate support and care – call for first aid or ambulance
- Contact immediately AAPA Safety Officer / Chief Pilot.
- Contact next the Critical Incident Response Team (CIRT)
- If perpetrator is from within, victim to report the matter to Human Resource if they feel comfortable to do so and provided the person is not the harasser.
- If perpetrator is from external, victim is encouraged to report the incident directly to Police.
- If perpetrator is from within, HR to follow up on the investigation /disciplinary action if required
- Allow victim to contact family/NOK or friends for support
- Check with student if parents/NOK is to be notified & if yes, assist visit from parents/NOK where appropriate – visa, air tickets, accommodation and other arrangement.
- Refer victim for counselling services if student wishes to.
- Communicate to all staff/students that they should not comment to press or on social media to respect the right to privacy and confidentiality of the victim.
- Where appropriate, AAPA Executive Chairman to make statements on behalf of AAPA.
- Update all student records if study has to be suspended or terminated.
- Update financial account and arrange for refund of the student fee, if applicable
- Cancel or suspend CoE / update PRISM, where applicable
- Cancel OSHC, where applicable
- Return ASIC Pass, where applicable

### Threats of violence to staff, students or to oneself

- Take reasonable care to protect safety of student
- Call for assistance if student behaviour presents a risk to himself or others
- Request aggressor (if from external) to leave & if refused, to call Police immediately.
- If aggressor is from within (staff or student), request to keep calm & advise on the consequence of the behaviour.
- Contact immediately AAPA Safety Officer / Chief Pilot.
- Contact next the Critical Incident Response Team (CIRT)
- Communicate to all staff/students that they should not comment to press or on social media to maintain privacy and confidentiality and to ensure accuracy of information.
- Where appropriate, AAPA Executive Chairman to make statements on behalf of AAPA.
- If aggressor is from within, HR to follow up on the investigation/disciplinary action if required
- Update all student records if study has to be suspended or terminated.

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- Update financial account and arrange for refund of the student fee, if applicable
- Cancel or suspend CoE on PRISM, where applicable
- Cancel OSHC, where applicable
- Return ASIC Pass, where applicable

### Bomb threat or threats

- Remain calm
- Record as much information as possible from the caller
- Contact immediately AAPA Safety Officer / Chief Pilot.
- Contact next the Critical Incident Response Team (CIRT)
- Call Police
- Assist Police in the investigation
- Follow instructions from Police
- Do not allow a search for bomb
- If instructed by Police or a bomb or other explosive is sighted in the campus, keep people calm & promptly evacuate the building in an orderly manner.
- Communicate to all staff/students that they should not comment to press or on social media to ensure accuracy of information.
- Where appropriate, AAPA Executive Chairman to make statements on behalf of AAPA.

### Drug/Alcohol overdose

- Ambulance to be called if urgent medical attention is needed.
- Call for assistance if staff/student behaviour presents a risk to themselves or others
- Contact immediately AAPA Safety Officer / Chief Pilot.
- Contact next the Critical Incident Response Team (CIRT)
- Refer student to medical practitioner to assess fitness to continue training for safety reason.
- Allow student to contact family or friends for support
- Communicate to all staff/students that they should not comment to press or on social media to respect the right to privacy and confidentiality of the student.
- Where appropriate, AAPA Executive Chairman to make statements on behalf of AAPA.
- After consultation with CIRT, to refer to HR for counselling / investigation / disciplinary action after the incident
- Update all student records if study has to be suspended or terminated where applicable
- Update financial account and arrange for refund of the student fee, where applicable
- Cancel or suspend CoE on PRISM, where applicable
- Cancel OSHC, where applicable
- Return ASIC Pass, where applicable

### Campus disturbance/riot

- Contact immediately AAPA Safety Officer / Chief Pilot.
- Contact next the Critical Incident Response Team (CIRT)
- Where necessary, contact Police for assistance
- Follow verbal instructions from Police
- Where possible, provide updates to CIRT / Police on what is actually occurring – number of people involved, what activities are they engaging, etc
- Close and lock all external doors if safe to do so
- Ensure that all offices & non-public areas are locked or sealed off.
- Make arrangements for any visitor to leave the premises
- Consider evacuation if students safety is at risk
- Communicate to all staff/students that they should not comment to press or on social media to ensure accuracy of information.

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- Where appropriate, AAPA Executive Chairman to make statements on behalf of AAPA.
- After consultation with CIRT, refer rioters (if from within) to HR for investigation/disciplinary action after the incident.
- Recover costs for damage to property if any
- Update all student records if study has to be suspended or terminated.
- Update financial account, where applicable
- Cancel or suspend CoE on PRISM, where applicable
- Cancel OSHC, where applicable
- Return ASIC Pass, where applicable

Flu Pandemic eg COVID-19

- Please **call** to inform your Course Captain or any member of the CIRT Team if you are tested positive for COVID-19 or you had exposure or potential exposure to someone infected with COVID-19 or you are returning from countries with moderate to high risk for COVID-19.
- If you are displaying symptoms of Coronavirus COVID-19, you should not come to work. Employees should report sick as per normal procedure. These symptoms include:
  - Fever
  - Cough
  - Sore throat
  - Tiredness
  - Shortness of breath
- If you develop mild symptoms:
  - Isolate yourself from others and use a separate bathroom if available
  - Put on a surgical mask (if available)
  - Practise good sneeze/cough and hand hygiene
- Call a doctor ahead before visiting your GP or you can call healthdirect for advice on 1800 022 222. If your GP determines COVID-19 testing is required they will refer to the nearest testing facility.
- If you develop serious symptoms, such as difficulty breathing:
  - Go to your emergency department; or
  - Call 000, ask for an ambulance and notify the officers of your recent travel history.
- You should not consider returning to work until symptoms are gone. Normal personal leave provisions apply, however you should notify your manager when you believe you a fit to return to work, to ascertain if any further requirements are required, such as medical clearance prior to returning to work.

**KEY CONTACT**

**Critical Incident Response Team (CIRT)**

Chris Hine – 0401576697  
 Geoff Cook - 0400248611  
 Andrew Messer - 0411442202  
 Anthony Gibara - 0404838250  
 Mohammad Ghasemian - 0401419093  
 Shannon Jaeger - 0402251128  
 Christine Zhu – 0459107453  
 Vanisha Tan – 0413090637  
 Henry Chia – 0448100935

**External**

Police - 000  
 Ambulance - 000  
 Fire & Rescue - 000  
  
 SafeWork NSW – 13 10 50  
 Australian Transport Safety Bureau – 1800 011 034  
 Department of Home Affairs – 13 18 81  
  
 Vietnam Embassy – 293 771 912

**Rex Representatives**

Neville Howell - 0409 844 001  
 Paul Fisher - 08 8154 5597

**Civil Aviation Authority of Vietnam (CAAV)**

Flight Safety Standard Department  
 (84-4) 38271992

## Non-Aviation Critical Incident Policy and Procedures

### **Flight Training Center / Vietnam Airlines**

Nguyen Thi Bich Hang - +84 93362 2208 (not available Jun-Dec 2020)

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Dam Nguyen Hai - +84913610233 (for the period Jun-Dec 2020 only)

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### **Viet Flight Training**

Huynh Que Phuong - +84 909344304

[huynhquephuong@bayviet.com.vn](mailto:huynhquephuong@bayviet.com.vn)

### **VIN Academy**

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