

Critical Incident Management Policy

The purpose of this policy and procedure is to recognise the duty of care of the College to its students and to document the process for managing critical incidents if and when they occur.

The PEO is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

CRICOS registered Colleges must have a documented critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.

Critical incidents are not limited to, but could include:

- Disaster – e.g. natural, (fire/flood) physical, (gas leak, burst water main)
- Serious medical / injury / health emergency (inc. death)
- Intruders - ex students, paedophiles/stalker, breaker
- Use of Weapons – describe weapons and method of use (or carried)
- Verbal abuse
- Threat of physical violence
- Actual physical violence
- Use of Drugs
- Problematic Sexual Behaviour
- Missing Student

The Educational Services for Overseas Students Act 2000 (ESOS Act) requires the college to notify Department of Education & Training (DET) and Department of Home Affairs (DHA) as soon as practical after the incident and in the case of a student's death or other absence affecting the student's attendance, the incident will need to be reported via the Provider Registration and International Student Management System (PRISMS).

When an international student dies or sustains serious injury, the College may be required to assist the student's family. This may include:

- hiring interpreters;
- making arrangements for hospital/funeral/memorial service/repatriation;

- obtaining a death certificate;
- assisting with personal items and affairs including insurance issues; and
- assisting with visa issues.

Method

Any college staff member receiving news or information regarding a critical incident must contact the PEO as soon as practicable. If this is not possible then the most senior person available must be contacted and informed.

On receipt of news or information regarding a critical incident the PEO or senior person must:

- Create for themselves a clear understanding of the known facts;
- If an emergency exists contact the relevant emergency services by phoning 000;
- If translators are required contact Translating and Interpreting Service by phoning 131 450;
- If counselling services are required contact Life Line on 131 114;
- Plan an immediate response;
- Plan ongoing strategies;
- Allocate individual roles/responsibilities for ongoing tasks.

Based on an evaluation of the critical incident the PEO or most senior person must, where appropriate, make implement the following actions:

- Contact with next of kin/significant others;
- Informing College staff and students;
- Prepare a guideline to staff about what information to give students;
- Prepare a written bulletin to staff and students if the matter is complex;
- Briefing staff and delegating a staff member to deal with telephone/counter inquiries;
- Managing media/publicity;
- Identify students and staff members most closely involved with the incident and ensure they are offered support and counselling;
- Arrange a time and place for an initial group/individual debriefing session with Counsellor/s; and
- Arrange access to emergency funds if necessary.

Record the incident and the following key details to report include

- The time of the incident;
- The location and nature of the incident;
- The names and roles of persons directly involved in the critical incident;



- The action taken by the College including any opportunities for improvement; and
- The organisations and people contacted by the College