



## Critical incidents [National code 6]

### 1.0 **Purpose**

- 1.1 This procedure is to recognise the duty of care owed by the College to its students and the process for managing critical incidents if and when they occur.

### 2.0 **Responsibility**

- 2.1 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.

### 3.0 **Requirements**

- 3.1 As a CRICOS registered College we 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.
- 3.2 Critical incidents are not limited to, but could include:
- missing students;
  - severe verbal or psychological aggression;
  - death, serious injury or any threat of these;
  - natural disaster; and
  - issues such as domestic violence, sexual assault, drug or alcohol abuse.
- 3.3 The Educational Services for Overseas Students Act 2000 (ESOS Act) requires the college to notify DEEWR and DIAC as soon as practical after the incident and in the case of a student's death or other absence affecting the student's participation, the incident will need to be reported via the Provider Registration and International Student Management System (PRISMS).
- 3.4 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
  - assisting with visa issues
- 3.5 Following a critical incident analyse the College response and processes and implement improvements where indicated

### 4.0 **Definitions**

- 4.1 A critical incident is 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'



## 5.0 **Method**

- 5.1 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 will be contacted and informed.
- 5.2 On receipt of news or information regarding a critical incident the PEO or senior person will:
  - 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
  - If the critical incident is at an offshore location contact the department of Foreign Affairs and Trade for advice on the best way to assist the student
  - Plan an immediate response.
  - Plan ongoing strategies.
  - Allocate individual roles/responsibilities for ongoing tasks.
- 5.3 Based on an evaluation of the critical incident the PEO or most senior person will, where appropriate, make implement the following:
  - 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
  - Arrange access to emergency funds if necessary.
- 5.4 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
  - The organisations and people contacted by the College