1. Critical Incidents

Policy Version Details

<table>
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<tr>
<th>Version Identifier</th>
<th>Last Updated</th>
<th>Author</th>
<th>Approved By</th>
</tr>
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<td>v24.0 February 2015</td>
<td>10 February 2015</td>
<td>RTO Manager</td>
<td>CEO</td>
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Statutory and regulatory compliance

- RTO Standards 2015
  - Clause 1.3
- National Code 2007 Standard 6.4

Related Policies

- Learner Support and Welfare Services
- Reviewing and Improving Learner Support and Welfare Services
- Refunds
- Younger Learners

Related Documents

- Critical incident register
- Critical incident report
- Critical incident followup report
- Risk management form

Policy

IETS has a duty of care to protect and provide the highest possible standard of health and safety for its learners, staff and visitors. IETS aims to be in state of preparedness to deal with any critical incident which may arise during normal campus activities through effective planning, management and rehearsal.

This policy has been developed to assist staff and learners to prevent or respond promptly, effectively and appropriately to any incident which is likely to cause loss of life, injury, trauma, damage, or disruption. The policy covers basic procedures and reporting systems for preventative measures, immediate and long-term responses, and recovery from a critical incident.

The policy will be amended from time to time particularly after any incident, incorporating evaluation, feedback and lessons learnt.

This policy complies with the requirements of:

- the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (the National Code 2007) (see above)
- the Occupational Health and Safety Act 1984 (WA)
- Occupational Health and Safety Regulations 2007

IETS has appropriate infrastructure and plans in place to ensure the provision of all necessary support services in the event of a critical incident.

IETS’s critical incident policy ensures:
• an effective approach in responding to critical incidents as they occur
• support and counselling services available to those who are affected by critical incidents
• training and information resources provided to staff in the handling of critical incidents

Procedures

Defining Critical Incidents

Critical incidents include, but are not limited to:

• accidents
• bomb threat
• Chemical, radiation or bio-hazard spillage;
• collapse or major building damage
• dangerous or threatening person
• death, serious injury or any threat of these
• disappearance or removal of staff or student(s)
• domestic violence
• drug or alcohol abuse
• fire, explosion, gas leak
• Incidents charged with extreme emotion
• incidents involving siege, hostage, firearms, weapons or bombs
• injury or death of a student, staff member or member of the public
• medical emergencies
• missing learners
• natural disasters such as floods or windstorms
• outbreak of disease
• physical assault
• public transport or road traffic accidents
• motor vehicle impact with building.
• serious injury, unexpected and sudden death or suicide of a student or staff or visitor to the college
• severe verbal or psychological aggression
• sexual assault
• sexual or racial abuse
• theft
• threats of harm
• violence or threats of violence, including robbery and sexual assault

Reporting to DIBP student absence due to a critical incident

In the case of a critical incident which causes an absence affecting the student’s attendance, the incident be reported via the Provider Registration and International Student Management System (PRISMS).

Providing assistance in the case of serious injury or death
If a student dies or sustains serious injury, IETS may be required to assist the student’s family. Assistance 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

**Informing the CEO of a Critical Incident**

The CEO must be informed of all critical incidents as soon as possible after they occur. In circumstances where the CEO is required to be absent from the College, a staff member will be appointed as the staff member in charge. Unless otherwise specified by the CEO in the event of a specific absence, this is the Student Services Manager. If the CEO is absent from the College, the staff member in charge must be alerted as soon as possible of the critical incident.

Key details which must be conveyed to the staff member in charge include the time, location and nature of the incident and the names and contact details of the people involved. Appropriate emergency services (police, ambulance, fire brigade etc.) must be contacted immediately. The CEO or staff member in charge will assess the level of risk and the necessary response.

**Risk Reduction Measures**

Whilst an event or a cause leading to a critical incident cannot always be pre-empted, staff and learners are encouraged to be aware of safety and the prevention of risks, and, in all instances, respond promptly to any perceived threats of safety.

Staff must bring issues of safety to the attention of CEO by completing a Risk Management form. In the case of learners, concerns should be brought to any staff member or to reception. A Risk Management form must be completed by the student or by the staff member.

**Managing Critical Incidents**

If the incident is on campus, the first action will be to contact the emergency services (fire, ambulance or police). If the incident involves death, serious injury or a threat to life or property, the CEO must be contacted immediately. The CEO will then provide instructions as necessary. The CEO will always nominate a proxy in case of absence.

For any critical incident, the key details to report include the:

- location
- time
- nature of the incident (e.g. threat, accident, death or injury)
- names, roles and contact information of the people involved

The CEO will (or nominee) will seek information about the incident and make a determination about whether information about the incident should or should not be publicly available. The CEO will issue instructions to urgently deal with any emergency matter.

The CEO will delegate staff to take each of the following actions:

- obtain a clear understanding of the known facts
- plan an immediate response
- contact relatives and provide support to family and friends
- inform the relevant consulate as necessary
• liaise with police, doctors, hospital staff and other relevant professionals
• make arrangements for visits from family and friends, e.g. accommodation, travel, crisis support and referral to appropriate services
• access legal assistance if required
• write the Incident Report for the IETS’s records
• write follow-up letters to family
• plan ongoing strategies

Critical Incident Register
The critical incident register will be recorded in the critical incident register. The entry in the critical incident register will provide a summary of the incident, the action taken and recommendations for improvement as a result of the incident.

Providing assistance in the case of serious injury or death
If a student dies or sustains serious injury, IETS may be required to assist the student’s family. Assistance 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

Reporting Critical Incidents
After a critical incident has occurred, the CEO will ensure that within 24 hours a critical incident report is produced and an entry is made in the Critical Incident Register.

Critical Incident Report
To produce the critical incident report, the CEO will interview all staff and learners who were directly involved in the incident or present when it occurred. The report will identify any emergency service contacts utilised during the critical incident and list pastoral or external support personnel who were involved during the critical incident. The critical incident report will provide details of the incident, action which was taken, and follow-up action which needs to be taken, including the timeframe for such action.

Critical Incident Register
The critical incident register will be recorded in the critical incident register. The entry in the critical incident register will provide a summary of the incident, the action taken and recommendations for improvement as a result of the incident.

Post Incident Management
The Student Services Manager is responsible for follow-up activities after critical incidents have occurred. A Critical Incident Follow-up Report must be produced to identify the outcomes and follow-up activities (including details of improvements to processes, systems or procedures implemented as a result of the incident). The Critical Incident Follow-up Report must be filed in the Critical Incidents file.

The following is a non-inclusive list of post-incident follow-up activities:
• Administrative/enrolment matters including fee refunds
• Allowing opportunity for the college community to continue to talk about the incident and their reactions by organising discussion sessions
• Arranging a time and place for a debriefing session with an external counsellor
• Assisting learners with access to legal services
• Assisting with arrangements for visits from family
• Dealing with insurance matters, OHSC Coverage, ambulance cover
• Death notices
• Disseminating regular and up to date information via email to the college community
• Dissemination of information to all staff and learners
• Encouraging support networks amongst staff and learners
• Encouraging teaching and administrative staff to continue to be alert in recognising post traumatic reaction
• Funeral, memorial or repatriation service arrangements
• Liaising with police, hospital and other medical staff
• Liaising with the Department of Immigration and Border Protection (DIBP)
• Liaising with the families of affected learners (if necessary, interpreters will be appointed)
• Liaison with academic staff regarding special arrangements which may need to be made
• Making arrangements to inform staff and learners (when applicable)
• Making contact with next of kin/significant others.
• Monitoring media coverage (as this may continue to cause distress to staff and student)
• Monitoring reactions within the campus, including significant dates and anniversaries.
• Monitoring the need for counselling and maintaining contact with staff and learners who are likely to need ongoing support
• Psychological debriefing of learners and staff 24 to 72 hours after the incident
• Notification of and liaison with agent if applicable
• Notifying embassies and consulates
• Organising a copy of a death certificate
• Organising condolence or other letters to family
• Organising formal stress management interventions as required for learners and/or staff
• Organising payment of repatriation or associated expenses as necessary
• Organising learners/staff for hospital visits
• Placing death notices
• Providing guidelines to staff about what information to give to learners
• Providing help in accessing legal assistance if necessary
• Resolution of issues regarding fees
• Organising refund of student’s fees
• Training workshops in stress management and coping strategies

Critical Incident Follow-up Report

Outcomes of critical incidents are documented in a Critical Incident follow-up report and filed in the Critical Incidents file. Critical incident follow-up reports must be produced within ten working days of
the critical incident and provided to the CEO. The development of the Critical Incident follow-up report is the responsibility of the Student Services Manager.

**The Critical Incident Register as a continuous improvement mechanism**

The Critical Incident Register is an input to the IETS continuous improvement process and is considered by the Management Committee at each meeting.

The following is the emergency contact information made available to learners in the Student Handbook.

**Emergency and Support Services**

- **Police**
  - 000
  - www.police.vic.gov.au
- **Ambulance**
  - 000
  - www.ambulance.vic.gov.au
- **Fire**
  - 000
  - www.mfb.org.au
- **National Security Hotline**
  - 1800 123 400
  - www.nationalsecurity.gov.au
- **State Emergency Service**
  - 132 500
  - www.ses.vic.gov.au
- **Telstra Call Tracing Service**
  - 1800 007 097
  - www.telstra.com.au
- **Poisons Information**
  - 13 11 26
  - www.rch.org.au/poisons
- **Gas Emergency**
  - 132 0771
  - www.ogs.vic.gov.au
- **Electricity Emergencies**
  - 13 12 80
  - www.citipower.com.au
- **Water and Sewer Emergencies**
  - 132 0771
  - www.ogs.vic.gov.au
- **Nurse-On-Call**
  - 1300 60 60 24
- **Royal Melbourne Hospital Grattan Street**
  - 9342 7000
  - www.rmh.mh.org.au
- **Royal Women’s Hospital 132 Grattan Street, Parkville**
  - 9344 2000
  - www.rwh.org.au
- **St Vincent’s Hospital 41 Victoria Parade, Fitzroy**
  - 9288 2211
  - www.svhm.org.au/
- **Community Bodies Australian Red Cross**
  - 8327 7922
  - www.redcross.org.au
- **Salvation Army Counselling Services**
  - 1300 627 727
  - www.salvos.org.au
- **LifeLine**
  - 13 11 14
  - www.lifeline.org.au
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<th>Service</th>
<th>Phone Number</th>
<th>Website</th>
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<tr>
<td>National Association for Loss &amp; Grief (Vic)</td>
<td>9650 3000</td>
<td><a href="http://www.nalagvic.org.au">www.nalagvic.org.au</a></td>
</tr>
<tr>
<td>Suicide Helpline Victoria</td>
<td>1300 651 251</td>
<td><a href="http://www.suicidehelpline.org.au">www.suicidehelpline.org.au</a></td>
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<tr>
<td>Victorian Sexual Assault Crisis Line</td>
<td>1800 806 292</td>
<td><a href="http://www.rwh.org.au/casa">www.rwh.org.au/casa</a></td>
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<tr>
<td>Crime Victims Support Association</td>
<td>9758 4512</td>
<td><a href="http://www.cvsa.asn.au">www.cvsa.asn.au</a></td>
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<tr>
<td>Road Trauma Support Team</td>
<td>1300 367 797</td>
<td><a href="http://www.rtstv.org.au">www.rtstv.org.au</a></td>
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<tr>
<td>Victorian WorkCover Authority</td>
<td>9641 1555</td>
<td><a href="http://www.workcover.vic.gov.au">www.workcover.vic.gov.au</a></td>
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<tr>
<td>Headway Victoria</td>
<td>9642 2411</td>
<td><a href="http://www.headwayvictoria.org.au">www.headwayvictoria.org.au</a></td>
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<tr>
<td>Paraquad Victoria</td>
<td>9415 1200</td>
<td><a href="http://www.paraquad.asn.au">www.paraquad.asn.au</a></td>
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