

Critical Incidents Policy and Procedure

1. Purpose

The purpose of this policy and procedure is to recognise the duty of care owed by EIA to its staff, students, contractors, and visitors. It also provides a guide to managing and formally documenting critical incidents.

This policy complies with the Higher Education Standards Framework (Threshold Standards) HES 2015 in the Tertiary Education Quality and Standards Agency Act 2011 by the Commonwealth of Australia, specifically to Section 2.3 and ESOS National Code Standard 6.

2. Scope

This Policy and Procedure applies to all EIA enrolled students and relevant EIA staff who are involved or responsible for providing services to students.

3. Responsibility

The Executive Manager of Operations is responsible for the overall implementation of this procedure and ensuring that staff, students, contractors, and visitors are all aware of its existence and application.

4. Definitions

Critical Incident: An extraordinary or unexpected traumatic circumstance or event, involving professional or personal threat/s, which may or may not evoke extreme injury, stress, fear or anxiety. It is part of emergency management to provide appropriate intervention and support when there is a critical incident that needs to be addressed.

5. Requirements

5.1 CRICOS registered providers are required by law to have well-developed and well-documented critical incident policies and procedures which cover both the action to be taken, follow-up protocols and a logbook which serves as the detailed record of the whole incident and all actions taken.

5.2 Critical incidents could include all or some of the following:

- Death, Serious injury any threat of death or serious injury;
- Missing student;
- Natural disaster in Australia and student's home country;
- Acts of terrorism;
- Fire, bomb threat, explosion;
- Issues of domestic violence, physical, sexual or other abuse;
- Drug or alcohol abuse;
- Severe verbal aggression;
- Psychological aggression;
- Serious injury or any threat of such; or
- Other non-life-threatening events.

If any of the above were to affect a student or their family while they are living in Australia, this would be categorised as a critical incident.

5.3 Providing Welfare Support Officer and nominated academic staff with training programs such as Fire Evacuation, and First Aid Training, Staff Awareness Training.

5.4 Where a critical incident is identified, EIA must follow its critical incident policy.

5.5 *The Educational Services for Overseas Students Act 2000* (ESOS Act) requires EIA to notify the Department of Education and Training and the Department of Home Affairs as soon as practicable after an incident. In the event of a student's death or other events which leads to a student's absence, the incident will need to be fully documented and immediately reported through the Provider Registration and International Student Management System (PRISMS).

5.6 The relevant authority (e.g. the police) will be called in the first instance if there is a breach of Australian Law.

5.7 All emergencies must be rung through to 000 (112 in the case of a mobile phone) - Police, Fire or Ambulance.

5.8 When an overseas student dies or sustains a severe injury in an incident, EIA may be required to notify the student's family and provide the necessary assistance. Steps may include:

- hiring certified interpreters to help with communication;
- making hospital, funeral, repatriation, rehabilitation and /or memorial service arrangements;
- facilitating and/or obtaining a death certificate;
- assisting with the disposal or dispatching of personal items and assisting in managing personal affairs, including overseas student health insurance;
- liaising with the Department of immigration and Board Protection regarding visa issues.

5.9 Following a critical incident, the Registrar will analyse EIA response and processes and implement improvements where necessary.

5.10 The Welfare Support Officer will follow up with the student and/or staff to see if further assistance is required, and report to the Registrar.

6 Procedure

6.1 In the Event of a Critical Incident

In the event of Medical Emergencies, Fire, Assault and other accidents, the Welfare Support Officer should be the contact for students or staff to report the critical incident(s). Procedure to respond to such circumstance listed below:

6.2 Medical Emergency Procedure

- Immediately dial "000" or "112" in the case of a mobile phone;
- Provide your name, exact location or GPS reading as possible, number of people involved, details of a medical emergency;
- Render any assistance you are capable of and alert the designated First Aid Officers to assist;
- Notify the Welfare Support Officer and complete an Incident Report Form (OHS Risk Management Forms).

6.3 Fire Procedure

- Remain calm and avoid endangering your life or the life of others. If in doubt, leave the building or area immediately in a calm fashion;
- DIAL "000" or "112" in the case of mobile phones and report the location and details of the fire;
- Alert other occupants in your area;
- Attend to any human lives in danger if safe to do so;
- Only those who have attended appropriate training should use the fire extinguishers and fire hoses;

- Do not take any unnecessary risks or attempts to fight a fire larger than yourself;
- Use stairs instead of lifts;
- If a Fire Warden is present, follow their instructions;
- All injuries (minor or major) involving students and/or visitors must be reported to the Welfare Support Officer and the Operating Director/ Registrar and EIA Manager. Refer to Critical Incidents Policy and Procedure to act immediately in the event of critical incidents.

6.4 Accident Reporting and Procedure

- All persons who are injured or harmed or their nominee must complete an Incident Report Form (OHS Risk Management Pack) and send the form and required documents to the Welfare Support Officer.
- The Welfare Support Officer is to report to the Registrar of the incident for instruction. The injured person is supported as necessary until they return to normal duties.
- The Registrar will lead the investigation of accident.
- Information and documentation must be kept by the HR Resources in confidential files separate to personnel files.
- EIA staff must take all measures that are reasonable in the circumstances to protect a student under their care from risks of assaults. Students who suffer assault could follow the procedures below:

6.5 Assault Procedure

In an event of assault:

- Ring the police “000” or “112” in the case of a mobile phone;
- Note that any vital evidence may be inadvertently destroyed if you wash, shower, change clothes or clean up in any way before talking to the police;
- Avoid taking alcohol or drugs to provide a clear account of what occurred;
- Keep calm and recall everything you can about your attacker to assist the Police

Any student or staff who identify a real or potential hazard, e.g. suspicious object or package in EIA is to notify the Welfare Support Officer immediately. The Welfare Support Officer will report to the Registrar immediately for guidance and instruction. The Welfare Support Officer will contact an external party to assist if required based on the situation.

As soon as a staff member or a student of EIA becomes aware of a critical incident, he/she must report it as soon as possible to the Welfare Support Officer or any staff member who is in present.

Any staff member who is involved must take notes of the incident and manage the situation until the Welfare Support Officer arrives. If required, the Welfare Support officer will speak to an external party to seek assistance.

If the Welfare Support Officer is not available on the day, the Student Admissions & Enrolment Officer or the General Manager of EIA must be contacted.

Upon being notified of critical incident notification, the Welfare Support Officer (or any responsible officer) must:

- Collect the known facts and clearly record their understanding of the incident
- In case of an emergency, call the emergency line 000
- If interpreters are required, contact TIS National via 131 450
- If required, contact Life Line on 131 114 for counselling services
- If students are involved in the critical incident, contact student next of kin/significant others and the Department of Home Affairs as soon as practicable
- If necessary, relocate the students and staff involved in a safe area
- Plan an immediate response
- Allocate individual roles/responsibilities for ongoing task

- Plan ongoing strategies
- Debrief staff and delegate a staff member to handle telephone and onsite inquiries
- Prepare a channel for staff and students to provide additional information
- Prepare and distribute guidelines to staff, specifying what information is to be given to students following a critical incident. EIA will be mindful of privacy when considering what information to disclose
- Delegating a staff member to act as a public relation officer to look after any media inquiries
- Arrange access to emergency funds if necessary

Emergency numbers:

Department Name:	
*Police	000
*Fire	000
*Ambulance	000
Lifeline	131114
Alcohol and drugs	1800 888 236
Rape helpline	1800 424 017

6.6 Recording Requirement

The Registrar must ensure that all information related to the incident are recorded using the EIA Incident Report Form (included in the OHS Risk Management Forms pack) with key details including:

- Incident time and date
- Incident location and nature
- The persons (names & roles) directly involved in the critical incident
- The action that was taken by EIA including any opportunities for improvement
- Contact(s) made by EIA.

The written record of the critical incident and any remedial action taken by EIA will be maintained for at least two years after the student ceases to be an accepted student.

6.7 Follow Up to The Incident

The Registrar, in consultation with EIA’s OH&S representatives, must analyse the incident and develop post-incident strategies to render appropriate support, monitoring and review, which may include:

- Identifying those involved and offering timely support;
- Debriefing relevant staff members and students regarding the provision of appropriate and accurate information about the incident;
- Identifying any other individuals or organisations who may also be affected by the incident and providing them with access to counselling and support;
- Arranging a memorial service as appropriate;
- Monitoring all affected persons for signs of delayed stress if any, and closely monitoring the onset or early warning signs of post-traumatic stress disorder;
- Handling long-term consequences, for example, police inquests or legal proceedings.

EIA will review its procedure annually. A review should be conducted initially within two weeks of a critical incident and then monthly as deemed necessary.

Document Title	Critical Incidents Policy and Procedure
Date Created	20/05/2019
Created By	Executive Manager of Operations
Current Version	1.3
Last Approved Date	19/05/2020
Approval Authority	Board of Director
Custodian	Quality and Governance Officer
Responsible for Implementation	Executive Manager of Operations
Version History	
Version Number	Amendments
1.1 (approved on 29/05/2019)	
1.2 (approved on 19/05/2020)	1.Include the record keeping requirement 2.Change the person responsible for the policy to the Registrar
1.3	Change company name to Edvantage Institute Australia (EIA); update responsibility