



## **CRITICAL INCIDENT POLICY**

**Standards for RTOs 2015 and ESOS ACT**

BACKGROUND

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## PURPOSE AND CONTEXT OF POLICY

InTech recognises that appropriate infrastructure must be in place to ensure the provision of all necessary support services in the event of a critical incident.

A critical incident is defined by the National Code as 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'.

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.

### 2. Scope

College wide (including InTech Institute of Technology agents and partners where relevant).

## INTERNATIONAL STUDENTS

International students are isolated from their parents and trusted family networks. InTech recognises the special needs of overseas students which may require additional support, interpreters, communication with relatives in other countries, communication with consulates, and communication and/or reporting to DIAC as soon as possible after a critical incident has occurred.

When an overseas student sustains serious injuries or dies, the InTech will work closely and respectfully with the student's family to provide necessary and appropriate support. This may include, but is not limited to:

- hiring interpreters
- making arrangements for hospital/funeral/memorial
- obtaining a death certificate
- assisting with personal items and affairs including insurance issues
- assisting with visa issues

## THE CRITICAL INCIDENT RESPONSE TEAM MAY INCLUDE

- CEO
- DOS
- Administrative Manager
- Designated Student support Officers
- Specialist external parties such as the QLD Police Liaison Officer, The QLD Student Liaison Officer, Ethic Representative Organizations etc.

## THE RESPONSIBILITIES OF THE TEAM INCLUDE:

- Risk assessment of hazards and situations which may require emergency action
- Analysis of requirements to address these hazards
- Establishment of liaison with all relevant emergency services e.g. police, fire brigade, ambulance, community emergency services, hospital, poisons information centre, community health services
- 24 hour access to contact details for all students and their families [for overseas students this includes agents, consular staff, embassies]
- 24 hour access to contact details for all relevant staff members needed in the event of a critical incident e.g. critical incident team leader, CEO and Risk Management Consultants
- Development of a critical incident plan for each critical incident identified g) Assisting with implementation of critical incident plans
- Dissemination of planned procedures
- Organisation of practice drills
- Coordination of appropriate staff development
- Regular review of critical incident plans

During the Incidents student will be able to access the support officers 24 hour access telephone.

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## CRITICAL INCIDENT PROCEDURES

### 1. Immediate Response [within 24 hours of the incident occurring ]

- Identify the nature of the critical incident
- Contact emergency services [Dial 000]
- If applicable secure the area
- Ensure safety and welfare of staff and students
- Notification of the critical incident team leader
- Implementation of appropriate critical incident plan
- Liaison with emergency services, hospital and medical services
- Managing media and publicity
- Contact and inform parents and family members and immediate friends
- Identify students and staff members most closely involved and at risk
- Assess the need for support and counseling for those directly and indirectly involved.

## SECONDARY RESPONSE [48–72 HOURS]

- Assess the need for support and counseling for those directly and indirectly involved [ongoing]
- Provide staff, students, with factual information as appropriate
- Arrange debriefing for all students and staff most closely involved and at risk
- Restore program delivery and campus routine as soon as practicable
- Completion of critical incident report

## ONGOING FOLLOW-UP RESPONSE

- Identification of any other persons who may be affected by the critical incident and provide access to support services for community members Provision of accurate information to students and staff
- Arrangement of a memorial service and occasional worship as appropriate Maintain contact with any injured and affected parties to provide support and to monitor progress
- Monitor staff and students for signs of delayed stress and the onset of posttraumatic stress disorder; providing specialised treatment as necessary Evaluation of critical incident management
- Plan for and be sensitive to anniversaries
- Manage any possible longer term disturbances e.g. inquests, legal proceedings

## MEDIA MANAGEMENT

To protect the privacy of individuals and to ensure the provision of accurate information, InTech will use the following procedure:

- CEO normally handles all media releases
- CEO gathers information, checks all facts, and determines the official response
- CEO ensures training/advice is provided for all staff to respond to telephone or occasional enquiries following a critical incident
- CEO may delegate media liaison to another member of staff
- The critical incident team leader is the delegated person to manage access of the media to the scene, and to staff, students, and relatives

## EVALUATION AND REVIEW OF MANAGEMENT PLAN

- After each critical incident, a meeting of the critical incident team will be held to evaluate the critical incident report and the effectiveness of the management plan and to make modifications as required.
- The evaluation process will incorporate feedback gathered from all staff, students, and local community representatives
- An evaluation report will be made available to InTech management team.
- Where necessary additional staff training, student awareness, equipment and resources will be put in place to handle future incidents.

## QUESTION TO BE ASKED?

- Was evacuation required, and if yes, was it managed appropriately?
- Was first aid or medical assistance provided in a timely manner?
- Was a person appointed to act as Critical Incident Coordinator and/or Media Coordinator?
- Was contact with next of kin/significant others made in a timely and appropriate manner?
- Were there adequate arrangements for informing staff and students?
- Are there guidelines to staff about what information to give students?
- Was there an appropriate written bulletin to staff, if the matter was complex?
- Were there appropriate and sufficient de-briefing for staff and students?
- Was a staff member delegated to deal with telephone/counter enquiries if required?
- Were media and publicity managed appropriately?
- Has there been adequate identification of those students and staff members most closely involved and therefore most at risk?
- Has assistance been sought from others who have experienced a similar past trauma if appropriate?
- Has relevant and culturally appropriate counselling been implemented?
- Is there a plan for ongoing feedback and regular meetings as a post-critical incident activity?

## DISSEMINATION OF ESOS COMPLIANCE INFORMATION TO STAFF

Standard 6(7) of the National Code provides that the 'registered provider must ensure that its staff members that interact directly with students are aware of the registered provider's obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations.'

**All staff have availability of this manual in print form and electronic on InTech internal web site as well as staff induction and staff training**

**Quick Reference Guide**

<p><b>STUDENT ASSAULTED DOMESTIC VIOLENCE STUDENT HOLD UP OR ROBBERY SEXUAL ASSAULT RACIAL MOTIVATED ABUSE In Australia</b></p>	<p><b>STUDENT DEATH</b></p>	<p><b>STUDENT IN LEGAL DIFFICULTY</b></p>
<p>If incident occurred on campus alert security on campus. If not on campus ask student if they would like to go to the doctors or hospital</p> <p>Establish if the student needs medical or immediate counselling assistance</p> <p>Alert Director of International office If student is up to it suggest they put a hold on all credit cards stolen</p> <p>Where possible, discuss incident with student and seek student agreement to take them to the police to report it. Let student know they can request a support person at the police interview and a student adviser is able to be the support person but can not give legal advice. If the victim was assaulted by an InTech student, Director to discuss misconduct policy depending on severity. Director to look at the Deferment and Cancellation Policy</p> <p>Recommend student talk with a Amy</p> <p>If student agrees help student to discuss with home country contact regarding the incident</p>	<p>If incident occurred on campus alert security on campus.</p> <p>If due to accident ensure police, fire brigade, ambulance have been called to deal with immediate situation.</p> <p>Alert all Staff</p> <p>Inform the embassy of the Death</p> <p>Contact next of kin. Discuss the families wishes for dealing with the body.</p> <p>If from a non English speaking background a translator may be needed.</p> <p>If applicable help student to discuss with home country contact regarding the incident</p> <p>If applicable make funeral or cremation arrangements</p> <p>Arrange counseling for peers and staff effected</p>	<p><b>Ensure your own safety</b></p> <p>Establish if the student or any victims needs medical assistance</p> <p>If a significant issue alert any staff member</p> <p>If a significant incident occurred on campus alert security on campus. If not on campus contact police and wait for them to arrive. <b>Ensure your own safety</b></p> <p>If possible discuss incident with student suggest they seek legal advice. Give them free legal advise numbers where translated services available</p> <p>Make contact with police to inform them that the student is an International Student on a student visa at, try to ascertain the situation.</p> <p>If the student is going to be questioned by police suggest they get legal advice or not make comment until they do. Let student know they can request a support person at the police interview and an InTech student adviser is able to be the support person but cannot give legal advice.</p>
<p><b>KEY ONTACTS</b></p> <p>Amy <b>0422524728</b></p> <p><b>Key Document:</b> <b>InTech Student Handbook</b></p>	<p><b>KEY CONTACTS</b></p> <p><a href="http://www.info.dfat.gov.au">http://www.info.dfat.gov.au</a></p> <p>Amy <b>0422524728</b></p> <p><b>Key Document:</b> <b>InTech Student Handbook</b></p>	<p><b>KEY CONTACTS</b></p> <p>Amy</p> <p>Amy <b>0422524728</b></p> <p><b>Key Document:</b> <b>InTech Student Handbook</b></p>

Quick Reference Guide

NATURAL DISASTER	NATURAL DISASTER Outside Australia	MISSING STUDENT
<p>Ascertain the extent of the disaster</p> <p>Establish if any students are involved. Check travel notification and peers.</p> <p>Email all students to let them know the situation Ask students in the email to inform you if they know of anyone travelling in the area and request students to contact their families to let them know they are not affected.</p> <p>Alert Amy or Reception of any students involved</p> <p>If student is in the area of disaster, make contact, are they ok? Is their family/friends ok?</p> <p>If you cannot make contact call the police to report, contact community leaders group., contact multicultural minister.</p> <p>Establish if the student needs medical assistance or any immediate support</p> <p>Once student has received immediate support ask the student if any family, institution or friends can/ should be notified. Do you have their permission?</p>	<p>Ascertain the extent of the disaster</p> <p>Establish if any students are involved. Check travel notification and peers.</p> <p>Email all students to let them know the situation Ask students in the email to inform you if they know of anyone travelling in the area.</p> <p>Alert Amy or Reception via phone facebook or email of any students involved or affected</p> <p>If a students family member or loved one dies as a result of the disaster the student my need assistance with travel arrangements.</p> <p>Notify the on campus Counselor to be prepared for students support and engage with external chaplains or community leaders regarding appropriate support.</p>	<p>Alert Any Staff Member</p> <p>Use all forms of communication to try to make contact with the students. Go to students' residential address.</p> <p>Contact peer network and staff to ascertain when the student was last see and last contact was made.</p> <p>Alert college staff</p> <p>Contact next of kin have they seen or heard from students</p> <p>Contact hospitals to see if the student has been admitted Contact police to report a missing person</p> <p>Director contact Embassy</p> <p>Contact family that student is officially missing</p>
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