

Critical Incident Policy and Procedure

Purpose

The purpose of this policy is to recognise the duty of care owed by the Institute to all persons associated with the Kingston Institute Australia and to document the process for managing critical incidents if and when they occur.

Responsibility

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

1. The Institute will employ a full-time student Support Officer who is available to students to discuss issues that may be adversely impacting on their studies.
2. All staff, including academic, marketing and administrative staff, are expected to exercise a pastoral concern for students and to assist them as best they can and, as appropriate to the staff member's position.
3. The Institute has a Student Complaints and Appeals Procedure that is well advertised, including through campus posters, so that students are able to discuss issues with support staff and to appeal decisions with which they are not satisfied.
4. The Institute has a Critical Incident Policy and procedure, emergency building evacuation procedures.
5. Follow emergency evacuation building plan for emergency.
6. Adhere to the Government directives in relation to the emergency situation and disease outbreak (e.g. COVID-9).

Requirements

- 1.1 The policy covers:
 - a. actions to be taken in the event of a critical incident
 - b. required follow-ups to the incident
 - c. records to be kept of the incident and actions taken.
- 1.2 Critical incidents include, but are not limited to:
 - a. missing students
 - b. severe verbal or psychological aggression or abuse
 - c. death, serious injury or any threat of these
 - d. natural disaster

- e. domestic violence, sexual assault, drug or alcohol abuse
 - f. Other non-life threatening events
- 1.3 The *Educational Services for Overseas Students Act 2000* (ESOS Act) requires the Institute to notify DEEWR and DHA as soon as practical after an incident occurs to an international student. 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 PRISMS.
- 1.4 For incidents that may cause physical or psychological harm, the Institute will manage such incidents that could affect an overseas student's ability to undertake or complete a course either by providing training and assessments with reasonable adjustments under special learning environment, or if the overseas student prefers to discontinue the study, every efforts will be made to contact DHA and send the students back to their home country.
- 1.5 When a student dies or sustains serious injury, the Institute 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 (in the case of international students).
- 1.6 Analyse response to the critical incident to contribute to the continuous improvement of the Institute's policy and procedures.

Method

- 1.7 Any Institute staff member receiving news or information regarding a critical incident will contact the DOS, or the nominee, as soon as practicable. If this is not possible, then the most senior person available must be contacted and informed.
- 1.8 On receipt of news or information regarding a critical incident, the DOS, the nominee, or senior person will:
- create for themselves a clear understanding of the known facts
 - contact the relevant emergency services by phoning 000 if an emergency exists
 - contact the Translating and Interpreting Service by phoning 131 450, if translators are required
 - contact Life Line on 131 114, if counselling services are required
 - plan an immediate response
 - plan ongoing strategies
 - allocate individual roles/responsibilities for ongoing tasks.

- 1.9 Based on an evaluation of the critical incident, the DOS, the nominee or most senior person will, where appropriate, implement the following:
- contact with next of kin/significant others
 - identify students and staff members most closely involved with the incident and ensure they are offered support and counselling if necessary
 - arrange a time and place for an initial group/individual debriefing session with counsellor/s or other relevant personnel
 - inform Institute staff and students where appropriate
 - prepare a guideline for staff about what information to give to students
 - prepare a written bulletin for staff and students, if the matter is complex
 - brief staff and delegate a staff member to deal with telephone/counter inquiries
 - manage media/publicity
 - arrange access to emergency funds if necessary.
- 2.0 The incident details will be recorded with the following key details in a report:
- 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 Institute, including any opportunities for improvement
 - the organisations and people contacted by the Institute.
- 2.1 A meeting will be conferred with relevant parties to:
- review the Institute's handling of the critical incident
 - Implement improvements to the policy and procedures to ensure the institute is well prepared should an incident occur again.
- 2.2 The Institute will maintain a written record of any critical incident and remedial action taken by the Institute for at least two years after the overseas student ceases to be an accepted student under the ESOS Act.

Information about privacy principles and legislator requirements

The Institute will consider Information Privacy Principles and will refer to NSW legislation and other regulatory requirements, in relation to privacy principles, appropriate to the jurisdiction in which the Institute operates.

Important contact details:

Emergencies – Dial 000

The Triple Zero (000) service is the quickest way to get the right emergency service. It should be used to contact Police, Fire or Ambulance services in life threatening or emergency situations only. Emergency 000 lines should not be used for general medical assistance.

Ambulance

Ambulances provide immediate medical attention and emergency transportation to hospital. Dial 000.

State emergency service

The State Emergency Service (SES) is an emergency and rescue service dedicated to providing assistance in natural disasters, rescues, road crashes and extreme weather conditions. It is made up almost entirely of volunteers and operates in all States and Territories in Australia. For emergency assistance in a FLOOD or STORM dial 132 500.

COVID-19 outbreak

Apply strictly Australian Government healthcare directives. Stay informed about coronavirus (COVID-19) and contact: <https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/coronavirus-covid-19-enquiries>

Lifeline

Lifeline's 13 11 14 service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hour a day, any day of the week from anywhere in Australia. These volunteers operate from Lifeline Centres in every State and Territory around Australia.

For translation service in an emergency situation dial 1300 655 010.

DHA Office

26 Lee Street, Sydney 2000
Ph: 13 18 81
(9am – 4pm Monday to Friday)