

CRITICAL INCIDENT POLICY AND PROCEDURE

1. PURPOSE

This policy will ensure that The Lan-Grove Office Training Centre Pty Ltd trading as The Sydney Business and Travel Academy and The Sydney English Language Academy herein known as "The Academy" has:

- ❖ An effective approach in responding to critical incidents as they occur
- ❖ Appropriate support and counselling services available to those affected; and
- ❖ Appropriate information is provided to staff, students and family members in an appropriate way if necessary;
- ❖ To ensure that The Academy's reputation is not damaged as a result of the incident.

2. SCOPE

This policy and procedure applies to:

- ❖ Any individual or groups of students enrolled at The Academy where the critical incident occurs at The Academy.
- ❖ Any individual or groups of students enrolled at The Academy where the critical incident occurs during excursions, study tours and/or work placements.

3. POLICY STATEMENT

A critical incident is a tragic or traumatic event or situation affecting a student, staff or family member, which has the potential to cause unusually strong emotional reactions within The Academy. It is a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury to our students and staff. Critical incidents can include but not limited to:

- ❖ Missing students
- ❖ Death, serious injury or any threat of these;
- ❖ Fire, storm, natural disaster;
- ❖ Assault/shooting
- ❖ Missing students, family members or staff;
- ❖ Severe verbal or psychological aggression;
- ❖ Domestic violence, sexual assault, drug or alcohol abuse;
- ❖ Acts of war or other conflict
- ❖ Religious persecution
- ❖ Severe traffic collision
- ❖ Suicide

If any of the above events affect a student or a family member of a student (within or outside Australia) whilst studying and living in Australia would constitute a critical incident. The Academy acknowledges that the physical isolation from familiar support networks often means that critical incidents can have an effect on student's ability to cope with their studies.

The Academy will take into consideration "Information Privacy Principles and abide by the Privacy Act 1988.

4. THE ACADEMY'S RESPONSIBILITY AND COMMITMENT

The Academy promotes a safe and established environment, which has the relevant support services to take immediate appropriate action in response to critical incidents, which affect, or have the potential to affect, the health, safety or wellbeing of staff, students, or other persons.

4.1. Key Personnel

In the event that a student critical incident involves domestic and international students, the Response Manager (RM) will be the Principal. The RM has the overall responsibility to ensure that incidents are appropriately managed in a way that is responsive to the circumstances of the incident; the rights of those involved, provide appropriate support, is appropriately reported in a timely manner and ensures that any risk or reoccurrence is minimised.

It is the responsibility of the RM to appoint either an Incident Manager (IM) or Critical Incident Management Team (CIMT) and a coordinator of the CIMT if the RM deems a CIMT is required. The team will then determine the appropriate course of action.

4.2. Incident Manager (IM)

The Incident Manager (IM) will be the person appointed by the RM where a CIMT is not required.

4.3. Critical Incident Management Team (CIMT)

Critical Incident Management Team are persons who are appointed by the RM to manage a student critical incident lead by the RM.

5. PROCESS

The process involves the following:

5.1. Determine and notify Emergency Services and the Response Manager (RM)

When a student critical incident occurs either onsite or outside, the first action will be for the staff member to contact emergency services such as security, fire, ambulance or police. When reporting incidents, key details which will be reported will include:

- ❖ the time, location and nature of the incident (e.g. threat, accident, death or injury)
- ❖ names and roles of persons involved (e.g. staff, student, by-standers)

The staff will also report the critical incident to the RM via email, phone or in person:

Police/Fire/Ambulance

Emergency Services: 000

Security: 0405 763 323

Response Manager

Email: marcela@sbta.com.au and janeke@sbta.com.au

Mobile numbers: 0412 591 413/0416 10 6009

The RM will:

- ❖ confirm that the individual involved in the critical incident is The Academy's student
- ❖ determine the circumstances of the situation including what impact there is on any other stakeholders who witnessed the critical incident;
- ❖ appoint a IM or establish a CIMT if necessary and assign roles and responsibilities.
- ❖ Plan for immediate action and response.

- ❖ In case of an infectious disease or other public health incident, the appropriate authority such as Department of Health immediately.

5.2. Initial Assessment and Action

The Coordinator of the CIMT or the IM will:

- ❖ Review details of the incident as provided by the person reporting the incident to gain a better understanding of the incident.
- ❖ Determine the scale and impact of the incident.
- ❖ Identify if any specialist of professional expertise including any external agencies needs to be contacted.
- ❖ Allocate roles and responsibilities for ongoing task such as contact next of kin, informing staff and students.
- ❖ Obtain up-to-date about what happened and gather information from sources such as security, police, hospital, friends and by-standers.
- ❖ Informing student's OSHC provider including agent information.

5.3. Intervention

The Coordinator of the CIMT or the IM based on the information obtained will:

- ❖ Oversee appropriate intervention as per the table below.
- ❖ Consult Student Critical Incident Checklist to ensure all of the required steps are undertaken in a compassionate and culturally sensitive manner.

Table 1

Critical Incident type	Coordinator of CIMT/IM Intervention									
	Refer to Appendix 4 for contact details									
	Police	Next of Kin	Hospital/ Medical Service	Ambulance	Fire Service	Accommoda tion Provider	OSCH Provider	Department of Home Affairs	Counselling	Consulate
Death of a student	✓	✓	✓			✓	✓		✓	✓
Shock									✓	
Attempted suicide, self-harm		✓	✓			✓			✓	
Life threatening injury/illness		✓	✓			✓			✓	
Sexual assault	✓	✓	✓			✓				
Missing student	✓	✓								
Hostage/kidnapping/terrorism	✓	✓				✓				
Violent behaviour/aggression	✓		✓			✓	✓		✓	
Child protection matter		✓	✓			✓	✓		✓	
Mental health crisis	✓					✓	✓			
Burns/scalds				✓		✓	✓			
Drug/alcohol overdoes				✓		✓	✓			
Epi-pen use						✓	✓			
Poisoning		✓	✓	✓		✓	✓			
Serious injury on campus		✓		✓		✓	✓			
Infectious/pandemic disease			✓			✓	✓			
Natural disaster (e.g. fire, flood, earthquake)	✓				✓	✓			✓	

5.4. Communication

The Coordinator of the CIMT or the IM in line with The Academy's Privacy Policy will ensure information about the incident is treated confidentially and disclosed only to those persons who have been affected by the critical incident and those who have a right to the information such as next of kin.

5.5. Reporting, Record Keeping, Evaluation and Follow-Up

a) Reporting and Record Keeping

As per the ESOS Act, The Academy will notify the Department of Home Affairs (DoHA) as soon as practical after the incident. In the case of a student's death or other absence affecting the student's attendance will be reported via the Provider Registration and International Student Management System (PRISMS) within 5 working days.

Key details, which will be reported, will include:

- ❖ the time
- ❖ location and
- ❖ nature of the incident (e.g. threat, accident, death or injury)
- ❖ names and roles of persons involved (e.g. staff, international student).

The Coordinator of the CIMT or the IM will ensure that all reports, forms and any other documentation are recorded and saved in the Student Management System (ACAS). All records related to students will be kept for a period of at least 2 years after an international or domestic student ceases to be enrolled at The Academy.

Any reporting to any external bodies or agencies will be undertaken in a timely and professional manner, taking privacy provisions into account.

b) Follow-Up

The Coordinator of the CIMT or the IM will:

- ❖ Monitor the need for follow up such as psychological first aid and maintain contact with those who may need counselling and ongoing support.
- ❖ Assess and organise the need for follow-up sessions for those involved in the incident.
- ❖ In the event of death of a student/s, ensure appropriate levels of support are offered regarding memorial service/s or funeral arrangements. Contact OSHC for international students.
- ❖ Offer chaplaincy service if required.

c) Evaluation

The Coordinator of the CIMT or IM will (refer to **Appendix 2**):

- ❖ Consult staff, students and any other stakeholders regarding how well the critical incident was handled and to identify/minimise risks for the future.
- ❖ The evaluation will also review the provision, timing and format of the debriefing sessions for staff and students and provide ongoing counselling and support if required.

6. ACADEMIC SUPPORT

The Coordinator or the IM may organise the following for any students involved in a critical incident:

- ❖ Give special consideration to students such as extending their course
- ❖ Defer any assessments due which the student may not be able to complete due to the critical incident.

- ❖ Withdraw and release the student from the student due to special and compassionate circumstances.
- ❖ Allow course deferment and allow a period of approved leave

7. RISK REDUCTION MEASURES

The Academy will ensure that critical incidents are minimised through:

- ❖ Dissemination of this policy and critical incident procedures to all staff and students of The Academy.
- ❖ Providing information to staff and students to ensure they are aware of safety, prevention of risk and able to respond promptly to any perceived threats to safety.
- ❖ Ensuring that staff brings safety issues to the attention of the RM immediately as it occurs. The RM will record and assess the risk and act accordingly and appoint CIMT and/or IM.
- ❖ Ensuring that all appropriate documentation such as Critical Incident Reporting Form are completed appropriately.
- ❖ Provide regular emergency management training and information including critical incident responses.
- ❖ Ensuring that at least one staff member of The Academy has current training in First Aid.

8. ASSOCIATED DOCUMENTS

- ❖ Student Handbook
- ❖ Privacy Policy
- ❖ Student Support Services Policy
- ❖ Emergency Evacuation Policy

9. RELATED LEGISLATIONS AND STANDARDS

- ❖ Standards for (RTOs) 2015
- ❖ Education Services for Overseas Students Act 2000
- ❖ National Code of Practice for Providers of Education and Training to Overseas Students 2018
- ❖ Privacy Act 1988
- ❖ Risk Management Policy
- ❖ Records Management Policy

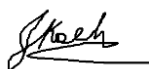
10. RESPONSIBILITY

- ❖ CEO/PEO
- ❖ Principal
- ❖ Students Services Coordinator
- ❖ Marketing staff
- ❖ All other staff

Approved by: Jane Koch

Position: Chief Executive Officer

Signature:



Date: 7 July 2019

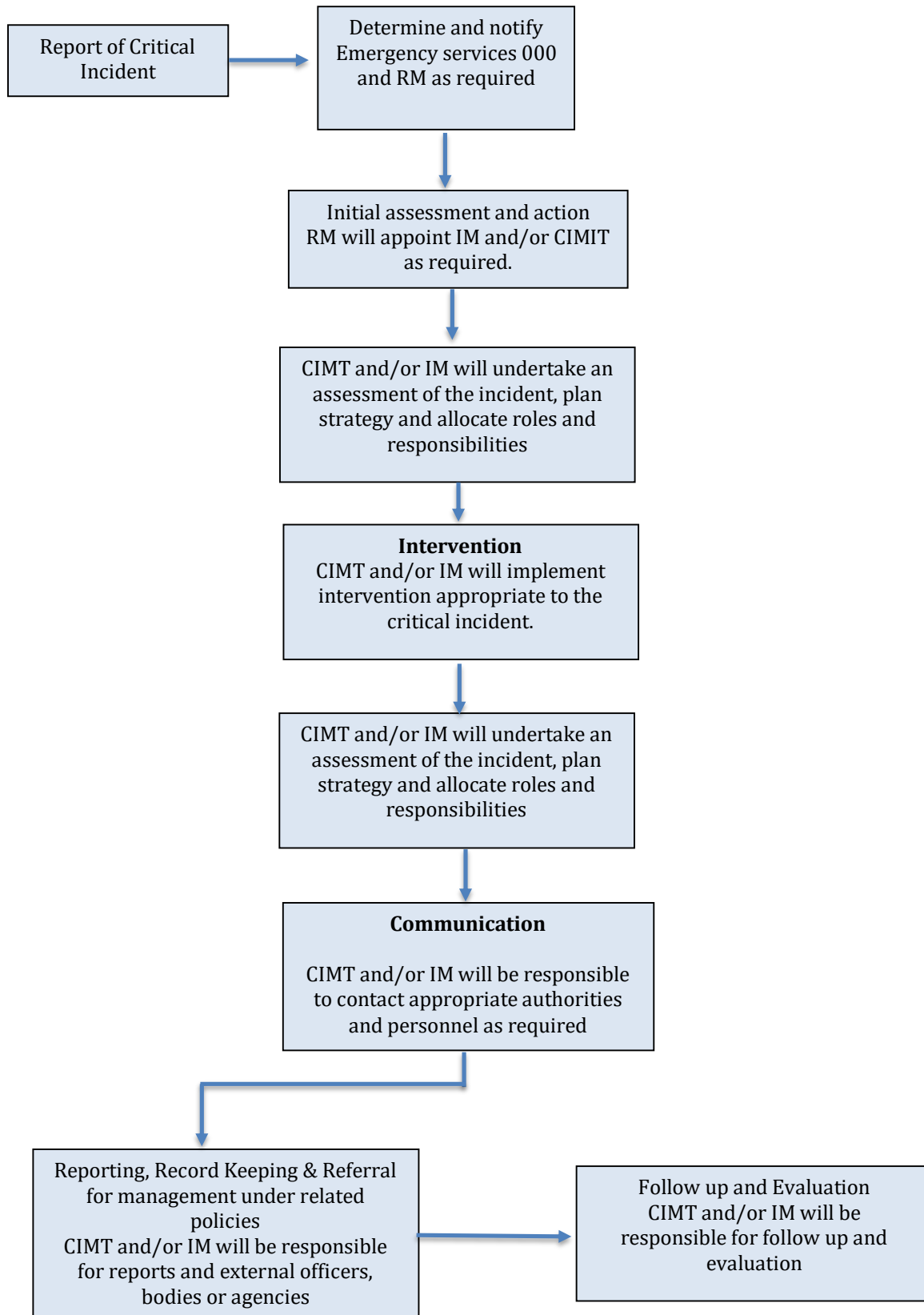
Version	Created by:	Date created	Reason for update	Implementation date after circulation of draft to all stakeholders
1	CEO	16/4/2015		16/4/2015
2	CEO	22/12/2015	Section 7, 8 and 9	22/12/2015
3	CEO	02/02/2016	Section 5	02/02/2016
4	CEO	27/03/2017	Sections 4, 5, 7 and Legislation	27/03/2017
5	CEO	17/1/2018	All sections reworded to align to National Code 2018	17/1/2018
6	CEO	7/7/2019	Policy streamlined and made clearer	9/7/2019

APPENDIX 1

Checklist for managing Critical Incidents

- ❖ The Response Manager (Principal) will seek information about the incident and will request that the information is not immediately made public.
- ❖ The RM will urgently appoint a Critical Incident Management Team (CIMT) and/or Incident Manger (IM) to respond to the emergency matter.
- ❖ The IM and/or CIMT team will appoint a coordinator who will liaise with relevant staff to prepare a communication plan.
- ❖ Response and ongoing strategies including individual roles and responsibilities will be developed
- ❖ Liaison with police, doctors, hospital staff and other relevant professionals will be carried out as required.
- ❖ Notify the relevant authorities and personnel as per Table 1 on page.
- ❖ Arrange legal assistance if required
- ❖ Send follow-up letters to family
- ❖ Incident report for The Academy records prepared and placed on student file and critical incident file
- ❖ Next of kin (parents/guardian) contacted and support provided to family and friends
- ❖ Arrangements made for visits from family and friends, e.g. accommodation, travel, crisis support and referral to appropriate services.

Responding to Student Critical Incident Diagram



APPENDIX 2

Checklist for Review and Evaluation of Critical Incident Management

How well were the following actions undertaken to resolve the Critical Incident?

1 = poor 5 = very well

Questions	1	2	3	4	5	Comments
Decision making process was clear						
Follow up required was clear						
Availability of mobile phones						
Notification of and liaison with agent (if applicable)						
Arrangements for visits to/from family						
Liaison with police, doctors, hospital staff						
Hiring interpreters						
Death notices						
Funeral/memorial service arrangements						
Copy of death certificate						
Consideration of personal items and affairs (household and academic)						
Insurance matters, OHSC coverage, ambulance fees						
Formal stress management interventions required for students and/or staff (release from classes, leave, rescheduled assessment)						
Liaison with academic staff						
Arrangements for further debriefing sessions for groups/individuals as required						
Liaison with Department of Immigration and Border Protection (DIBP) if studies will be interrupted						
Fees issue to be resolved for student unable to continue with their studies						
Legal issues: helping students get access to legal assistance if required.						
Arrangements for further debriefing sessions for groups/individuals as required						
Follow up condolence or other letters to family						
Assistance for families of affected person(s) if residing in Australia						
Organising students/staff for hospital visits						

APPENDIX 3 Critical Incident Recovery Timeline

In order to successfully manage a critical incident, The Academy will always take appropriate action and provide support during and after a critical incident. The recovery timeline following a critical incident will vary depending on the circumstances. Listed below is a sample of a timeline.

Immediately (and within 24 hours)

- ❖ Gather the facts
- ❖ Ensure safety and welfare of staff and students and arrange for first-aid if necessary
- ❖ Where possible notify the time and place of the debriefing to all relevant persons
- ❖ Manage the media
- ❖ Set up a recovery room
- ❖ Keep staff, students and parents informed.

Within 48-72 hours

- ❖ Arrange counseling as needed
- ❖ Provide opportunities for staff and students to talk about the incident
- ❖ Provide support to staff and helpers
- ❖ Debrief all relevant people
- ❖ Restore normal functioning as soon as possible
- ❖ Keep parents informed.

Within the first month

- ❖ Arrange a memorial service, if appropriate
- ❖ Encourage parents to participate in meeting to discuss students' welfare
- ❖ Identify behavioural changes and the possibility of post-traumatic stress disorder and refer to Appendix 4 for mental health services
- ❖ Monitor progress of hospitalised staff or students
- ❖ Monitor mental and physical health of all helpers.

In the Longer Term

- ❖ Monitor staff and students for signs of delayed stress and the onset of post-traumatic stress -disorder - refer for specialised treatment
- ❖ Provide support if needed.

In the Long Term

- ❖ Plan for and be sensitive to anniversaries, inquests and legal proceedings
- ❖ Access specialist support if needed.

APPENDIX 4 Crisis and Assistance Services

POLICE	000	DIAL 000 AND REQUEST THE SERVICE YOU NEED
FIRE	000	REMEMBER TO REMAIN AS CALM AS YOU CAN
AMBULANCE	000	SPEAK CLEARLY AND GIVE THE DETAILS AS REQUESTED

The following details are for additional emergency services, national and/or state-based.

AIDSLINE

Telephone: 1800 038 125 / <http://www.aidshep.org.au/>

HELPLINE - ABORTION GRIEF & PREGNANCY CRISIS

Telephone: 1300 363 550 and (08) 9313 1784 / <http://www.abortiongrief.asn.au/abortion-trauma.php>

AUSTRALIAN SEARCH AND RESCUE

Telephone: 1800 815 257 / <https://www.amsa.gov.au/search-and-rescue/rcc/>

AUSTRALIAN FUNERAL DIRECTORS ASSOCIATION

Telephone: (03) 9859 9966 / <http://www.afda.org.au/>

CENTRE AGAINST SEXUAL ASSAULT

NSW rape crisis Centre Website: www.nswrapecrisis.com.au Email: info@nswrapecrisis.com.au
 Telephone: (02) 9819 7357 / 24 hour crisis line: 1800 424 017

KIDS HELP LINE

Telephone: 1800 55 1800 / www.kidshelpline.com.au

CHILD ABUSE SERVICES

Telephone: 1800 737 732 / Online counselling www.1800respect.org.au
<http://www.childabuseroyalcommission.gov.au/support-services>

SYDNEY CRISIS AND HOMELESS ACCOMMODATION

Telephone: (02) 9265 9081 or 1800 234 566 / <http://www.melbourne.homeless.org.au/sydney.html>

CRISIS PREGNANCY

Telephone 1300 792 798 / <http://www.pregnancysupport.com.au/centres/nsw-centres/>

DOMESTIC VIOLENCE 24X7

Telephone: 13 11 14
<https://www.lifeline.org.au/Get-Help/Facts---Information/Domestic-Abuse-and-Family-Violence?qclid=CLPWqtOI4cgCFUkAvAode70MDQ>

EMERGENCY ANIMAL DISEASE WATCH

Telephone 1800 675 888 / <http://greater-sydney.lls.nsw.gov.au/emergency/animal-diseases>

FAMILY DRUG SUPPORT

Telephone 1300 368 186 / <http://www.fds.org.au/>

GAMBLERS ANONYMOUS

Telephone (02) 9726 6625 / <http://www.gansw.org.au/>

INTERPRETING SERVICES

Telephone 1300 308 983 /

http://www.amls.com.au/consecutive_interpreting_services.htm?gclid=CLLOkM2m4cgCFUiVvQodu6sLeg

HOMICIDE VICTIMS' SUPPORT GROUP 24X7

Telephone 1800 191 777 / <http://hvsg.com.au/>

LIFELINE Australia

Telephone: 131 114 / <https://www.lifeline.org.au/>

MEN'S REFERRAL SERVICE

1300 766 491 / <http://mrs.org.au/>

PARENT LINE NSW

Telephone: 1300 1300 52 <http://www.parentline.org.au/>

MATERNAL AND CHILD HEALTH LINE

Telephone: **1300 130 052**, 9 am-9 pm Monday to Friday, 4 pm-9 pm Saturday
<http://raisingchildren.net.au/articles/hotlines.html>

POISONS INFORMATION CENTRE

Telephone: 131 126 / <http://www.poisonsinfo.nsw.gov.au/>

SUICIDE LINE

Telephone: 13 11 14

<https://www.lifeline.org.au/Get-Help/Facts---Information/Preventing-Suicide?gclid=CPKM74Cr4cgCFQujvQodtvcOZA>

TEEN CHALLENGE - RESIDENTIAL RECOVERY & CRISIS ACCOMODATION (Salvation Army)

Telephone: 02 9331 2266 /

<http://www.salvationarmy.org.au/en/FindUs/?sender=locationfinderboxsmall&postcode=2000&nearest=Store>

QUIT LINE - Smoking

Telephone: 137 848 / <https://www.icanquit.com.au/further-resources/quitline>

CRITICAL INCIDENT REPORTING FORM

Use this form to record information about critical incidents that occur at The Academy. Critical Incidents such as work health and safety breaches, accidents, theft, violence or abuse can be reported and recorded using this form,

Person(s) completing form:	
Day, date and time of the incident:	
Briefly describe the incident(s) that occurred:	
Person(s) present at the time of the incident(s):	
Briefly describe any actions that were carried out as a result of the incident(s) occurring:	
Additional comments about the incident(s):	
Pending follow up actions:	
Signature(s):	
Response Manager's name:	
Response Manager's signature and date:	