

Critical Incident Policy

Purpose

KING'S must have and implement a documented policy and process for managing critical incidents that could affect the overseas student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm. The registered provider must maintain a written record of any critical incident and remedial action taken by the registered provider for at least two years after the overseas student ceases to be an accepted student.

Policy

In the event of a critical incident, KING'S recognises that appropriate infrastructure must be in place to ensure the provision of all necessary support services.

This document outlines the RTO policy, support mechanisms and procedures for managing a critical incident.

This policy will ensure that KING'S has:

- An effective approach in responding to critical incidents as they occur;
- Appropriate support and counselling services available to those affected;
- Appropriate training and information resources provided to staff.

Under Standard 6 of the National Code 2018, Student Support Services, Registered Providers must support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of the course.

The intention of Standard 6 is to ensure that appropriate support services are available to international students to ease the transition into life and study in Australia and allow access to appropriate assistance for the student as needed.

Under Standard 6.8 the registered provider must have a documented critical incident policy together with procedures that covers the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.

1. Principles

KING'S recognises the duty of care owed to its students and that planning for the management of a critical incident is essential.

2. Definition

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.

Non-life threatening events could still qualify as critical incidents.

3. Critical Incident Team / Coordinating Group

When a critical incident occurs, the CEO, or their delegate will call a meeting with the appropriate staff to form a Critical Incident Team.

The Critical Incident Team is responsible for:

- assessing risks and response actions
- liaison with emergency and other services
- contact with students' relatives and other appropriate contacts
- liaison with other external bodies, such as home stays, carers or foreign embassies, and
- counselling and managing students and staff not directly involved in the incident.

4. Action Plan

The Critical Incident Team will set in motion a critical incident action plan to manage various aspects arising from the incident, including communication strategies.

This will include:

- creating and disseminating a plan and its procedures
- a review of the plan, and
- staff development and training.

5. Media Management

A media management process will be included in the management plan to ensure the most positive and supportive response from the media.

6. Reporting and recording of incident and action taken

The Educational Services for Overseas Students Act 2000 (ESOS Act) requires the RTO to notify DET and DIBP as soon as practical after the incident and 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 Provider Registration and International Student Management System (PRISMS).

All aspects of the incident and its management will be recorded on the student files.

7. Follow-up and evaluation

KING'S staff will be made aware of the critical incident policy and procedures and be given appropriate training to ensure the duty of care for international students is uppermost in their

minds. A review and evaluation of the response to the critical incident will be conducted and the procedures reviewed by the Critical Incident Team and/or other stakeholders.

8. Resources

Changes to the policy and procedures, including updating resources, will be made as soon as practicable following the review and evaluation.

Critical Incident Procedures

KING'S's Critical Incident procedures detailed below include:

- Reporting and recording
- Flow chart and detailed action plan sample
- Evaluation and review checklist
- Staff training
- Resources and local links

Appendices A - F provide additional information and samples for the following:

- Staff training – things to remember
- Media hints
- Sample letters to parents
- Police involvement
- Death and funerals in Australia
- Other resources including a sample management plan

Any action taken in regard to a critical incident will be recorded to include outcomes or evidence if the incident is referred to another person or agency.

When an international student dies or other critical events involving students occur, the RTO of necessity, will take on many of the tasks which would normally be dealt with by the family of the victim were the incident to have occurred in the student's home country.

KING'S has in place efficient, sensitive and supportive strategies for dealing with a critical incident and provides support to members of staff, students and others in the community who are involved.

Reporting and Recording

The Educational Services for Overseas Students Act 2000 (ESOS Act) requires the RTO to notify DET and DoHA as soon as practical after the incident and 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 Provider Registration and International Student Management System (PRISMS).

When an international student dies or sustains serious injury, the RTO 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 addition the following need to be notified:

- Home stay or accommodation provider
- Library
- IT Services
- Utilities

On-campus Incidents

If the incident is on campus, the first action will be to contact the emergency services - fire, ambulance or police – as would be the case with other WH&S matters.

The CEO, or their delegate must also be contacted immediately when the incident involves death, serious injury or a threat to life or property.

Off-campus Incidents

If the critical incident involves a student or staff member and is off-campus, the person receiving the information must immediately contact the PEO, or their delegate who will communicate other staff as appropriate.

Key Details to be Reported

Key details to report 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 or domestic student).

The staff member receiving the news contacts the CEO, or their delegate / Head of the Critical Incident Team.

The CEO, or their delegate urgently deals with an emergency situation then calls a meeting with the staff involved to make decisions as to how to proceed.

The staff most likely to be present will be:

- Each CEO, or their delegate
- PEO
- Administrator
- Trainer

The Critical Incident Team

At the initial meeting, the task of the group is to:

- create for themselves a clear understanding of the known facts.
- plan an immediate response.
- plan ongoing strategies.
- allocate individual roles/responsibilities for ongoing tasks.

Immediate response

Issues to be considered:

1. Contact with next of kin/significant others - what is the most appropriate manner of contact?
2. Arrangements for informing staff and students.
3. Guidelines to staff about what information to give students.
4. A written bulletin to staff if the matter is complex.
5. Briefing staff and delegating a staff member to deal with telephone/counter inquiries.
6. Managing media/publicity
7. Identification of those students and staff members most closely involved and therefore most at risk.
 - Those directly involved
 - Personal friends/family of those involved
 - Others who have experienced a similar past trauma
 - Other students, staff, supervisors etc
8. Arrange a time and place for an initial group/individual debriefing session with Counsellor/s.
In this session, an opportunity is given to share the impact of the event, discuss various interpretations of the event in cultural/ethnic terms, the resulting sense of vulnerability, the experience of painful emotions and the normalisation of reactions.
9. Organise a tasks timetable for the next hour/s, day/s etc.
10. Plan ongoing feedback and regular meetings so that the coordinating team is continually in touch and working together.

11. Confirm access to emergency funds if necessary.

Note *One member of the team should record for all meetings to keep records of content and decisions.*

Ongoing and follow up response

These issues may need to be discussed at subsequent meetings.

- WHO is the DECISION MAKER?
- WHO will FOLLOW UP?
- Availability of mobile phones
- Notification of and liaison with Sponsor/Agent if applicable
- Arrangements for visits to/from Family
- Liaison with Police, Doctors, Hospital Staff
- Hiring Independent Interpreters
- Death Notices
- Funeral/Memorial Service Arrangements
- Refund of student's fees to pay repatriation or associated expenses
- Copy of Death Certificate
- Consideration of personal items and affairs (household and academic)
- Insurance Matters, OHSC Coverage, Ambulance Cover
- Formal Stress Management interventions required for students and/or staff (release from classes, leave, rescheduled assessment or exams)
- Liaison with Academic Staff
- Arrangements for further debriefing sessions for groups/individuals as required
- Liaison with Department of Immigration and Citizenship if studies will be interrupted
- Fees issue to be resolved if student cannot 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
- Financial Assistance for families of affected person(s) if residing in Australia
- Organising students/staff for hospital visits

Student File Essentials

In addition to the Student Management System, KING'S employ and use a file note system, keeping hard copies of student details in the Enrolments files. This will enable all required staff to monitor any student issues.

Include in the file will be the following information:

- Coloured Photograph
- Copy of Passport, including number, photo page, and visa page
- Student's address and telephone number
- Student's religion
- Emergency contact telephone, with next of kin details, agent or sponsor (if applicable)
- Any other identification details - student ID, course details, medical conditions, allergy information etc.

Critical Incident Flowchart

Staff member(s) (witness to incident or first contacted) Gather factual information and Contact Emergency Services - Dial 000
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Staff member(s) (witness to incident or first contacted)... Ensure safety & welfare of staff and students Contact first aid officer Administer first-aid until ambulance arrives
Note: <i>Assess situation: focus on immediate safety of other students and staff</i>



NB: Once police or fire brigade arrive at the Institute they will determine if other resources such as State Emergency Services (SES) are required to assist.

Critical Incident Team member to liaise with emergency services

Staff: Contact Critical Incident Coordinator Staff: Give facts of the situation Staff: Receive advice from Critical Incident Coordinator on debriefing & counselling Director / Principal manage incoming inquiries (and outgoing information via web, phone...)	Note: <i>Contact team leader within the hour</i> <i>Debrief and counselling info as soon as practicable</i>
Critical Incident Coordinator - Manage the media Prepare a written statement	Note: <i>Within 24 hours</i>



Reception: Inform colleagues	Note: <i>Within 24 hours</i> <i>Receive briefing from critical incident team</i>
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CEO, or their delegate Contact parents or families / friends of affected persons	Note: <i>Within 24 hours</i>
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CEO Complete "Incident Report" form	Note: <i>Within 5 days</i>
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Additional Action (When appropriate)

CEO, or their delegate: Convene brief meeting of the Critical Incident Team to:	
• discuss intervention plan	• obtain executive support



Contact Local Support Personnel		
Support Personnel		
Counsellors	Trauma Counselling Services	
Nursing and emergency staff	Hospital	



CEO, or their delegate: Convene full staff meeting of teaching and administrative staff to:	
• present information	• discuss action plan
• allow staff response	• decide on how students will be informed or given additional information



CEO: Set up a recovery room in the school:		
• provide fluids	• comfortable chairs	• support personnel



CEO, or their delegate: Inform students of:	
• facts of the incident	• school actions
• counselling services	• allow student discussion or response



Student Director and or Counsellors convene with first aid officers...
Identify "at risk" students and staff
Be aware of others who have experienced trauma
List of students involved



CEO, or their delegate: Contact parents or families of "at risk" students and staff
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Student Director... **Arrange debriefing for "at risk" students and staff**
Organise for referrals to professional counsellors if required



Student Services/Counsellor... **Inform all parents via the RTO website**

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|--|--------------------------------|
| • The facts of the critical incident | • the school's response plans |
| • possible reaction of students | • sources of help for families |
| • encourage two-way communication between parents and the school | |



Critical Incident Coordinating Group: **Restore the school to regular routine as soon as practicable**

- All staff can help here



Critical Incident Coordinating Group: **Obtain updated factual information**

- continue to inform staff, students and parents



Critical Incident Coordinating Group: **Continue to monitor well-being of students and staff**

All staff to report new information to Critical Incident Coordinating Group
Staff may use rapport with students to counsel or refer on to professional body... Critical Incident Coordinating Group to be informed of all referrals
Recovery time for staff involved

Critical Incident Recovery Timeline

In order to successfully manage a critical incident, KING'S 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.

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.
- Keep parents informed.

Within 48-72 hours

- Arrange counselling as needed;
- Provide opportunities for staff and students to talk about the incident;
- Provide support to staff and helpers;
- Debrief all relevant persons;
- Restore normal functioning as soon as possible;

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 Health Contacts 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.

Emergency Numbers and Contact Details

Police	000
Ambulance	000
Fire	000
Poison Info Line	131 126
Non Emergency Health Advice	13 HE AL TH 13 43 25 84

1. Dial 000 and identify the state / town you are calling from and the service you need
2. Remember to remain as calm as you can
3. Speak clearly and give the details as requested

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

Reverse charge	12 555
Interpreting Services	131 450
ACPET	1800 657 644

Federal Government Support Numbers

Department of Education and Training ESOS Hotline	02 6240 5069
PRISMS Hotline	02 6240 7647
DIBP General Enquiries:	131 881
AEI-NOOSR (National Office for Overseas Skills Recognition)	1300 363 079
Australian Education International (AEI) Online	1300 363 079
Australian Passport Information Service	131 232
Centrelink - Studying and Training	13 2490
Consular Emergency Centre	1800 330 066
Customs Hotline	1800 061 800
DET General Enquiry Line	1300 363 079
Family Law Hotline	1800 050 321
Going to Uni - Student Enquiry Line	1800 020 108
Human Rights and Equal Opportunity Complaints Hotline	1300 656 419
National Security Hotline	1800 123 400
National Training Complaints Hotline	1800 000 674
Overseas Skills Hotline (National Office)	1300 363 079
Privacy Enquiries Line	1300 363 992
Taxation - Personal Tax Info Line	13 2861
Trades Recognition Australia - Australian Recognised	1300 360 992

Other available Support Numbers

Counselling and Support Services

Abortion Trauma and Crisis Pregnancy Help	1300 737 732
Aids Line:	1800 133 392
AIDS Information	1800 177 434
Cancer Helpline, Information and Support Service	13 11 20
Crisis Pregnancy	1800 650 840
Drug-Arm	1300 656 800
Eating Disorders Association Inc.	07 3876 2500
Gambler's Help	1800 156 789
Lifeline	131 114
Statewide Sexual Assault Helpline	1800 010 120
Rape and Incest Survivors Support Centre	07 3391 0004
Men's Telephone Counselling Service	1800 600 636
Women's Health	07 3839 9988

Australian Rescue and Emergency Service

Australian Search and Rescue

<i>Aviation Rescue</i>	1800 815 257
<i>Maritime Rescue</i>	1800 641 792

State Emergency Service

132 500