

CRITICAL INCIDENT POLICY

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V3.0	Revised March 2021	13 - 15 Leila Street, Cannington, Perth WA 6107	Level 1,841 George Street Haymarket NSW 2000	Web: www.leadcollege.edu.au	ABN: 63 604 422 853	
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Purpose of the policy

To outline the necessary steps taken to ensure that the appropriate procedures are followed in the event of a critical incident including the required follow up to the incident and recording of the incident and action taken. This policy and related procedures have been developed to assist **Lead College Pty Ltd** staff and students in responding appropriately to incidents that may cause trauma to an individual and/or affect the campus. It establishes basic procedures and reporting systems to cover prevention, immediate responses and follow-up actions to deal with the immediate consequences and the longer-term implications of a critical incident. In accordance with the requirements of **National Code 2018**, the policy includes specific processes for dealing with critical incidents affecting international students. When an international student is involved the College,

college management will also undertake caring role normally taken by the student’s family. We believe in the importance of efficient, sensitive and supportive strategies while dealing with critical incident occurrences. The policy and procedure are designed to minimise confusion, conflicts, and preventing student harm.

CRITICAL INCIDENT REMEDIAL AND RECORDING

LEAD Staff involved in critical incidents directly or indirectly will maintain a written record of any critical incident and remedial action taken by the registered provider for at least **two years (2)** after the overseas student ceases to be an accepted student.

Policy

Standard 6 continues to focus on student support services. LEAD gives international students information about support services to assist international students in adjusting to study and life in Australia. In particular, providing information about services international students can access for information on their employment rights and conditions and how to resolve workplace issues, such as through the Fair Work Ombudsman.

Staff is to inform students of the following weblink:

<https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/international-students>

This must be done through the **orientation program**, and the international student will be given information or a referral if they seek assistance from LEAD.

LEAD also offers reasonable support at no additional cost to international students to assist them to achieve expected learning outcomes, regardless of the international student’s mode of study.

LEAD has a documented policy and procedure to manage critical incidents that impact on an international student undertaking or completing a course. This includes incidents that may cause physical or psychological harm.

Lead College Pty Ltd will take all reasonable steps to provide a safe environment on campus and advise international students and staff on actions they can take to enhance personal security and safety. The registered provider must also give general information to international students about safety and awareness of life in Australia, and how to seek assistance for and report an incident that impacts their wellbeing.

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This procedure ensures that all critical incident must be documented and reported. Furthermore, the action plan for corrective actions is to be documented with preventative approaches to avoid future occurrences. This document outlines the RTO policy, support mechanisms and procedures for managing a critical incident. The policy ensures the RTO 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.

Definitions

Designated person is any College staff member who either witnesses or is informed about an actual or potential incident. The designated person should immediately inform the most senior member of staff available of the incident. In the meantime, however, the designated person may need to assume temporary control of a critical incident site including, for example, calling emergency services, alerting other staff, assisting with first aid, crowd control etc.

A Critical incident is defined as ‘a traumatic event, or the threat of such (within or outside Australia which causes extreme stress, fear or injury.’ (Definition from National Code 2018).

A Critical Incident is a traumatic or tragic event or situation, or the threat of such (within or outside Australia) affecting an RTO student or staff member that causes extreme stress, fear or injury and emotional distress within the Academy community. Critical incidents are not limited to but could include:

- Death (including the death of a dependent residing in Australia in the case of an international student)
- Serious illness causing declining health of a student or staff member overtime
 - Serious injury preventing or severely affecting a student’s ability to continue with a course
 - Severe verbal or psychological aggression
 - Natural disaster
 - Domestic violence, sexual assault, drug or alcohol abuse.
 - Non-life-threatening events could still qualify as critical incidents.

Such Critical Incidents are not limited to but may include:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Road accident
- Jail following a crime in Australia or abroad
- Natural disaster
- Issues such as domestic violence, sexual assault, drug or alcohol abuse

Examples of critical incidents that may occur to an International Student are:

- **Death** (Including death of a dependent residing in Australia)
- Accidents, Suicide, result of an injury or terminal illness, or Murder
- On Campus accident resulting in injury
- Abrupt onset of **Mental disorder** (e.g., depression attack, bipolar attack, panic attack) or a severe **physical illness**
- Floods, fire and natural disasters affecting the student
- Aggressive episode involving a student or the staff member at the College
- **Serious Illness** which causes the deterioration of the student/staff member’s health over time.

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- **Serious Injury** which prevents or severely affects the student’s ability to continue with or complete the course.

Critical Incident Reporting Guidelines

Police must be notified in any case of sudden unexpected death (call 000, fire, police, ambulance)
Police actions include:

- Reporting such death to the Coroner
- Notifying next of kin
- Obtaining official identification of the deceased (this must be done by someone who has known the deceased for some time)
- Conducting investigations on behalf of the Coroner, e.g., interviewing witnesses and others who may have been involved, collecting clothing and other items for use in evidence, delivering specimens for analysis. The Educational Services for Overseas Students (ESOS) Act 2000 requires the institute to notify the Department of Education and the Department of home affairs (DHA) as soon as practical after a critical incident involving an international student. Also, 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).

On-campus Incidents

If the incident is on the College campus, the first action will be to contact the emergency services - fire, ambulance or police (**by Calling “000”**) – as would be the case with other work health & safety matters. The CEO/Student Support Manager 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 takes place outside the College premises, the College staff receiving the information must immediately contact the CEO and Student Support Staff who will communicate with the other staff as appropriate. **Emergency 24-hour** contact number for **Lead College Pty Ltd.**

Key Details to be Reported to the CEO, Jaya Kumar

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).

Non - life threatening events could still qualify as critical incidents, however, a serious illness or injury to a broader staff community happening outside the campus may not be considered a critical incident.

1. The management or nominee calls an immediate meeting with the following staff to make decisions as to how to proceed:

- CEO
- Campus Manager
- Student support officers
- Trainers and assessors

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Critical Incident Policy & Procedure

This group becomes the Critical Incident Team. One member of the team should scribe for all meetings to keep a record of all content and decisions made.

2. At the initial meeting of the Critical Incident Team the tasks are to:

- Create a clear understanding of the known facts
- Plan an immediate response
- Plan ongoing strategies
- Allocate individual roles/responsibilities for ongoing tasks.

3. Issues to be considered include:

- Notifying next of kin/significant others.
- What is the most appropriate manner of contact?
- Arrangements for informing staff and students
- Guidelines to staff about what information to give to students
- Issuing a written bulletin to staff if the matter is complex
- Briefing the student support officer/other staff (if an international student is involved) and other staff; delegating a staff member to deal with inquiries
- Liaising with necessary emergency services/hospital/medical
- Managing media/publicity
- Identifying those students and staff most closely involved and therefore most at risk

These people are likely to be:

- those directly involved
- personal friends/family of those involved
- others who have experienced a similar past trauma
- other students and staff.

Critical Incident Team is to:

Arrange a time and place for an initial group/individual debriefing session with counsellor/s. This session provides an opportunity to share the impact of the event, discuss various interpretations of the event in cultural/ethnic terms, the sense of vulnerability, the experience of painful emotions and the normalisation of reactions.

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