

**Policy Number & Name:** RTOPRO043 Critical Incident Response Policy

**Policy Area:** Crown College International – International Students Only

**Authorised by:** Audit, Risk Management and Compliance Committee

**CRICOS Provider No** 03582D

**Organisation Definition:**

Crown Melbourne Limited trades as Crown Melbourne Limited, Crown College and Crown College International. For the purpose of this policy, any reference to Crown College, or the “college” should be considered a reference to any of these respective trading names.

**1. Policy**

1.1 In accordance with the National Code 2018 Crown College International must have strategies in place to manage Critical Incidents as well as documented support mechanisms for international students.

1.2 This policy is designed to ensure that Crown College International:

- a) Meets its Duty of Care as an employer and education provider for both domestic and international students;
- b) Is able to respond to a critical or significant incidents or events quickly and suitably; and
- c) Meets the requirements of the National Code 2018.

1.3 This policy shall be disseminated to all senior management, managers, employees, contractors and students (where necessary) to ensure that they are aware of these requirements in the event of a Critical Incident and shall form part of the induction and orientation processes.

**2. Scope**

2.1 This policy and procedures applies to all international students studying at Crown College International and all employees or contractors who are responsible or interact with international students.

2.2 Crown College International will ensure that all appropriate employees that may be involved in a critical incident or management of a critical incident at the time or post the actual incident will have all suitable contact information for the appropriate authorities such as:

- i. Emergency bodies such as police, ambulance and paramedical
- ii. The Department of Immigration and Border Protection (DIBP)
- iii. Other organisations if appropriate such as community/multicultural organisations
- iv. Counselling services.

2.3 Crown College International will ensure that all employees and students affected by a critical incident will have appropriate trauma debriefing, counselling and support programs made available to them.

### **3. Responsibility**

3.1.1 The Group General Manager, Learning and Development is responsible for implementing this policy and procedure.

3.1.2 All managers, employees and contractors must follow this policy and associated procedures in the event of a critical incident.

3.1.3 In the case of any doubt whether an incident is critical as per this policy, immediate contact must be made with the Critical Incident Response Team.

### **4. Procedures**

#### **4.1 Critical Incident Response**

4.1.1 The first priority is to assure the safety and security of the student's immediate situation and that any employees or contractors present have a responsibility to minimise further immediate injury or damage, providing there is no threat to their own safety.

4.1.2 The appropriate authorities should then be immediately notified by the employees or contractors present – for example, police, ambulance or fire services – if this type of assistance is warranted.

4.1.3 Procedures in Critical Incident Response should consider the actual management of a Critical Incident and should include the following items:

- i. At the time of occurrence;
- ii. Immediately after;
- iii. Following;
- iv. Post.

- 4.1.4 If the critical incident happens the International Student Support Officer should be contacted as soon as practicable and the call referred to the most senior manager available.
- 4.1.5 If the critical incident happens out of office hours the International Student Support Officer and the Group General Manager, Learning & Development is to be called providing as much detail about the incident as possible.

## **4.2 Designated Officer**

### 4.2.1 The Designated Officer:

- i. Any employee or contractor who is either a direct witness or the first to be informed of the incident or potential incident;
- ii. Is to assume temporary control over the Critical Incident and to assign duties and responsibilities to employees and students as required;
- iii. Is to alert the International Student Support Officer or most senior employee available at the first available opportunity;
- iv. Is to provide a brief to and form part of the Critical Incident Response Team;
- v. Is to complete the Critical Incident Report Form.

### 4.2.2 Critical Incident Coordinator – International Student Support Officer

4.2.3 The Critical Incident Coordinator (or delegate) will be the central role in critical incidents. The role of the coordinator will include coordinating an immediate professional response to maintain the physical and psychological well-being of all employees, contractors and students affected by the trauma.

4.2.4 The Critical Incident Coordinator may utilise any of the following as appropriate to the incident:

- i. Notification to Group General Manager, Learning & Development
- ii. Notification to the Critical Incident Management Team
- iii. Contacting emergency services
- iv. Notification to appropriate persons such as First Aid Officers or Emergency Wardens
- v. Monitoring of the situation and coordinating action as required
- vi. Notifications to inform employees or student spouses, family members where necessary
- vii. Implement counselling services.

### **4.3 Critical Incident Management Team (CIMT)**

4.3.1 When an incident occurs, the Critical Incident Coordinator or most senior employee will form a Critical Incident Management Team.

- i. The Critical Incident Coordinator or most senior employee available shall be the designated Critical Incident Team leader
- ii. The CIMT is to take over control of the Critical Incident from the Designated Officer, after a handover brief, and
- iii. The Designated Officer will form part of the CIMT.

4.3.2 The CIMT is responsible for:

- i. Implementation of this procedure;
- ii. Identifying the cause to the Critical Incident circumstance, assessing and controlling any further risk;
- iii. Implementing, monitoring and maintaining risk control measures;
- iv. Regularly monitoring the effectiveness of the Critical Incident risk control measures and rectify any deficiencies in the procedures;
- v. Consulting with employees and Students on Critical Incident practices;
- vi. Liaison with Emergency Response Authorities;
- vii. Liaison with DET, DIBP and other relevant agencies;
- viii. Ensuring the well-being of employees and students following the Critical Incident;
- ix. Arranging counselling or trauma services following the Critical Incident.

### **4.4 Critical Incident Response Timeline**

4.4.1 At the time of occurrence and within 24 hours:

- i. Identify the cause of the Critical Incident;
- ii. If practical, remove or minimise the cause for a potential further Critical Incident;
- iii. Ensure the safety and well-being of employees and students;
- iv. Ensure injured and/or traumatised employees and students are provided with appropriate emergency care;
- v. Arrange counselling, trauma or religious services;
- vi. Ensure support for employees and students in the event an incident is still continuing;
- vii. Keep employees, students, parents (if appropriate), International Education Agents and where necessary departments such as the Department of Immigration and Border Protection (DIBP) and the Department of Education (DET) informed;
- viii. Manage media reports;
- ix. Designated Officer is to complete the Critical Incident Report Form;
- x. Commence an investigation to record real-time or factual data on the Critical Incident.

#### 4.4.2 Immediately After:

- i. Arrange counselling, trauma or religious services;
- ii. Allow employees and students to contact relatives and friends;
- iii. Ensure employees and students who have been exposed to the Critical Incident are provided with support and practical assistance;
- iv. Debrief all relevant personnel involved in the Critical Incident;
- v. Where applicable, ensure the site of the incident is not disturbed in relation to a Police matter or when an investigation is required by WorkSafe;
- vi. Keep employees, students, parents (where applicable), International Education Agents and where necessary DET / DIBP informed;
- vii. Restore normal daily operations, where practical and as soon as possible;
- viii. Manage media reports.

#### 4.4.3 Following:

- i. Ensure employees and students are provided ongoing access to counselling, trauma or religious services;
- ii. Monitor employee and student's attitudes and behaviour for any signs of Post-Traumatic Stress Disorder (PTSD);
- iii. Monitor health and well-being of any employees and students hospitalized;
- iv. Keep employees, students, parents (if applicable), International Education Agents and where necessary DET / DIBP informed;
- v. Assist in the arrange of memorial proceedings if appropriate;
- vi. Conduct a CIMT debrief and provide the report to employees and students where necessary;
- vii. Manage media reports.

#### 4.4.4 Post:

- i. Ensure employees and students are provided ongoing access to counselling, trauma or religious services;
- ii. Analyse the findings of the CIMT Incident debrief and where necessary;
- iii. Implement Risk Control Measures to minimise the likelihood of reoccurrence.

### 4.5 Reporting of the Critical Incident

4.5.1 In accordance with the ESOS Act, Crown College International is required to notify DET and DIBP as soon as practical after the incident and in the event of a student's death or other circumstance affecting the student's attendance. In this instance notification will be made initially by phone followed by reporting via PRISMS.

4.5.2 Where an incident has occurred and been reported to DET and DIBP, Crown College International will conduct a follow-up and review of the specific critical incident and will involve the persons initially involved in the management plan and will ensure that:

- i. Any required follow-up such as de-briefing, counselling and prevention strategies have been completed;
- ii. All employees, contractors and students involved in the incident have been informed of all outcomes of the incident;
- iii. A recommendation as to the response effectiveness to the critical incident is documented and included in the area of continuous improvement and reported to the Committee;
- iv. Any further follow-up required is documented and responsibilities allocated to appropriate employees or contractors.

#### **4.6 Confidentiality**

4.6.1 Crown College International and all agencies involved with a Critical Incident will maintain confidentiality and ensure that no information is released without agreement of the individual or group affected.

#### **4.7 Risk Management**

4.7.1 The key risk associated with this policy and accompanying procedures is that employees or contractors are not aware of their obligations to report critical incidents to the Critical Incident Response Team/Coordinator.

4.7.2 This will be mitigated by including training on this policy and accompanying procedures in International Employee Training programs and professional development.

### **5. Related Documents**

Critical Incident Management Policy  
International Student Critical Incident Immediate Response Checklist  
Critical Incident Report Form

### **6. Policy Publication**

6.1 All policies and procedures that are applicable to prospective students and enrolled students (domestic or international) and all relevant organisation employees/contractors are made available on request at all times, and form part of the induction and orientation for employees/contractors and students and are made available via the website (where appropriate), student administration/management systems, learning management system and internal electronic systems.

## 7. Definitions

**Critical Incident Response** is a comprehensive, integrated and systematic approach to Crisis Intervention consisting of core processes which can be applied considering the appropriateness of the specific intervention in relation to the event.

**International Student** is defined as a student studying at the Crown College International campus holding a 572 (VET) student visa.

A **Critical Incident** is defined as:

“A traumatic event, or threat of such (within or outside Australia) which has the potential to harm life or well-being, and causes extreme stress, fear or injury to the person experiencing or witnessing the event.” This is often sudden and unexpected, including, but not limited to, such events as any fatality, severe injury, sexual assault, natural disaster, robbery, fire or major incident in the student’s home country.

Critical incidents may include, but are not limited to:

- a) Serious injury, illness, or death of a student or employee
- b) A missing student
- c) Severe verbal or psychological aggression
- d) Physical or sexual assault
- e) Occupation Health & Safety Risk
- f) Student or employee witnessing a serious accident or violent act
- g) Natural disaster
- h) Major incident in the student’s home country
- i) Robbery
- j) Fire, bomb-threat, explosion, gas or chemical hazard
- k) Drug or alcohol abuse
- l) Damaging media attention.

**Death** – accidental, suicide, death as a result of injury, accident, terminal illness or murder.

**Serious illness** – illness that causes the deterioration of the students health. Serious Illness can be acute or chronic.

**Serious injury** - injury that prevent or severely affects a student’s ability to continue with, or complete their enrolled course.

**Traumatic event** – an event not limited to, but could include:

- Missing students
- Any fatality or serious injury
- A serious traffic accident
- Murder or suicide
- Physical or sexual assault or domestic violence

- Severe verbal or psychological aggression
- Fire, explosion or bomb threat
- Hold up or attempted robbery
- Serious threats of violence
- Storms and natural disasters
- Drug or alcohol abuse.

## 8. Amendment Schedule

Table detailing any amendment made to the policy between review dates:

Date	Modification	Version	By
22.5.2017	Updated formatting and numbering system	2.0	Vanessa Hoppe
23.3.2018	Updated National Code 2018	3.0	Vanessa Hoppe

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