

CRITICAL INCIDENT

Area	Administration		Classification	International Student	
Last Updated	Jun 2011	Version	2010-02	Co-ordinating Responsibility	CEO / DOS International Student Liaison Officer
Next Review	Dec 2011	Approved by	Janet Lawrence CEO/DOS	Distribution	Policy and Procedure Manual, Website

PURPOSE

The purpose of this procedure is to recognise the duty of care owed by the College to its students and to document the process for managing critical incidents if and when they occur.

RESPONSIBILITY

The CEO/ Director of Studies, in consultation with International Student Liaison Officer and Student Support Officer, are responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

Critical incidents are not limited to, but could include:

- missing students and staffs;
- 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.

The Educational Services for Overseas Students Act 2000 (ESOS Act) requires the college to notify DEEWR and DIAC as soon as practical after the incident and in the case of a student's death or other absence affecting the student's participation. The incident will be reported via the Provider Registration and International Student Management System (PRISMS).

When an international student dies or sustains serious injury, the College 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

A critical incident is 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'

Step PROCEDURE

1	Any college staff member receiving news or information regarding a critical incident must contact the CEO / Director of Studies as soon as practicable. If this is not possible then
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	International Student Liaison Officer must be contacted and informed.
2	<p>On receipt of news or information regarding a critical incident the CEO or senior person must:</p> <ul style="list-style-type: none"> • Create for themselves a clear understanding of the known facts • If an emergency exists contact the relevant emergency services by phoning 000 • If translators are required contact Translating and Interpreting Service by phoning 131 450 • If counselling services are required contact Life Line on 131 114 • If the critical incident is at an offshore location contact the department of Foreign Affairs and Trade for advice on the best way to assist the student • Plan an immediate response. • Plan ongoing strategies. • Allocate individual roles/responsibilities for ongoing tasks.
3	<p>Based on an evaluation of the critical incident the CEO/Director of Studies or most senior person must, where appropriate, make implement the following:</p> <ul style="list-style-type: none"> • Contact with next of kin/significant others • Informing College staff and students. • Prepare a guideline to staff about what information to give students. • Prepare a written bulletin to staff and students if the matter is complex. • Briefing staff and delegating a staff member to deal with telephone/counter inquiries. • Managing media/publicity • Identify students and staff members most closely involved with the incident and ensure they are offered support and counselling • Arrange a time and place for an initial group/individual debriefing session with Counsellor/s • Arrange access to emergency funds if necessary.
4	<p>Record the incident and the following key details to report include</p> <ul style="list-style-type: none"> • 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 College including any opportunities for improvement • The organisations and people contacted by the College