



## Critical Incidents Policy

### Purpose

1.1 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

2.1 The Principal / Chief Executive Officer is 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.

### Requirements

1. CRICOS registered Institutes must have a documented critical incident policy together with procedures that cover 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.
2. 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.
3. The Educational Services for Overseas Students Act 2000 (ESOS Act) requires Rosehill College to notify the Department of Education and the Department of Immigration and Border Protection 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).
4. When an international student dies or sustains serious injury, Rosehill 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
5. Following a critical incident, the CEO will analyse the College response and processes and implement improvements where indicated.

### Definitions

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

### Method

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1. Any Institute staff member receiving news or information regarding a critical incident must contact the CEO as soon as practicable. If this is not possible then the most senior person available must be contacted and informed.
2. On receipt of news or information regarding a critical incident the CEO or senior person must:
  - 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 Lifeline 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. Based on an evaluation of the critical incident the CEO or most senior person must, where appropriate, implement the following:
  - Contact with next of kin/significant others.
  - Informing Institute 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 the Student Services & Administration Manager.
  - Arrange access to emergency funds if necessary.
4. The CEO or most senior person must also record the incident. Key details to report include
  - 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 Rosehill College including any opportunities for improvement.
  - The organisations and people contacted by the College