

CRITICAL INCIDENT POLICY AND PROCEDURE

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1 PURPOSE

- 1.1 This policy is intended to provide a clear process for managing critical incidents by Della International College (DIC). It also outlines 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.

2 SCOPE

- 2.1 This policy applies to all currently enrolled, or intending to enrol, international students at Della International College, whether on or off campus.

3 DEFINITIONS

The term incidents is very diverse and may vary in terms of the scale of the emergency with the level of response required. DIC's response would be adapted, within this procedure, to meet the needs of each incident.

3.1 Critical Incident:

A critical incident is a traumatic event or the threat of a traumatic event that occurs either within Australia or within the student's home country and which causes extreme stress, fear or injury. This does not include serious academic misconduct

The scope of the term *critical* is very diverse but could include such events as:

Within Australia

- Missing student
- severe verbal or psychological aggression;

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- death, serious injury or any threat of these
- Fire/storm/natural disaster
- Assault/shooting
- issues such as domestic violence, physical, sexual or other abuse drug or alcohol abuse and
- other non-life threatening events

Home Country

- Missing relatives especially parents or siblings
- Natural disaster
- Political change
- Acts of war or other conflict
- Religious persecution

This list is not designed to limit the definition but to show that these events are of major impact and consequence.

3.2 Designated person:

A 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.

3.3 Critical Incident Team:

A Critical Incident Team is a group of persons specified by DIC to plan an immediate response, allocate responsibilities and determine ongoing strategies.

4 POLICY STATEMENT

Organisational responsibility and commitment

DIC is committed to ensuring that:

- 4.1. All reasonable steps to provide a safe environment on campus and advise overseas students and staff on actions they can take to enhance their personal security and safety
- 4.2. Information is provided to overseas students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents
- 4.3. Provide overseas students with or refer them to (including electronically) general information on safety and awareness relevant to life in Australia
- 4.4. Appropriate training and information resources are provided to staff and students.
- 4.5. Appropriate actions are taken in the event of a critical incident or potential critical incident and that these actions maximize the safety of staff and students.
- 4.6. Students have access to assistance 24 hours a day in the event of a critical incident
- 4.7. A designated officer and critical incident team (see Designated person and critical incident team responsibilities) manages critical incidents
- 4.8. Appropriate post incident procedures are followed such as support and counselling services.

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- 4.9. An evaluation of the response to the critical incident is undertaken and that procedures are updated where improvements are identified.
- 4.10. Staff and students will be encouraged to provide suggestions to assist this process.

Risk reduction measures

DIC will ensure that critical incidents are minimised through:

- 4.11. Dissemination of this policy and critical incident procedures to all staff and students of DIC.
- 4.12. Providing information to staff and students to ensure they are aware of safety, prevention of risk and able to respond promptly to any perceived threats to safety.
- 4.13. Ensuring that staff brings safety issues to the attention of the CEO or senior manager by completing a Critical Incident Form. Staff should provide the completed form to the CEO who will record and assess the risk and take action accordingly.
- 4.14. In the case of students, concerns should be brought to any staff member who will complete the form on behalf of the student. Students may also bring their concerns to the student support officer.
- 4.15. Regular emergency management training and information including critical incident responses.
- 4.16. Ensuring that at least 2 staff members of the DIC have current training in First Aid.
- 4.17. Staff who travel interstate or overseas for business related purposes and experience a critical incident must contact the CEO or senior manager.

Designated person and critical incident team responsibilities

- 4.18. In the event of a critical incident, a Critical Incident Form will be completed and a designated person and Critical Incident Team will be responsible for the prevention and management of critical incidents.
- 4.19. A designated person is any college staff member who either witnesses or is informed about an actual or potential incident.
- 4.20. The designated person is required to inform the Critical Incident Team as soon as possible of the incident. In the meantime, however, the designated person may need to assume temporary control of a critical incident site and allocate tasks to others (e.g. calling emergency services, alerting other staff, assisting with first aid, crowd control etc.).
- 4.21. If emergency services are required to attend the incident, they will take over control of the critical incident upon arrival and the designated officer will take on the role of ensuring that the best interests of any student/staff member/visitor affected by the incident are met.
- 4.22. The Critical Incident Team will convene as soon as possible to plan an immediate response, allocate responsibilities and determine ongoing strategies. The Critical Incident Team will be responsible for the development and implementation of a Critical Incident Action Plan to ensure that the incident is handled appropriately and timely.
- 4.23. The Critical Incident Team includes:
 - CEO
 - Compliance Manager
 - Student Support Officer

Critical Phase

The critical phase is that time immediately after the incident has occurred, or the point in time when the student or staff member first contacts DIC. Staff should assess the situation and ensure that they consider the following:

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- 4.24 Ensure that the student is safe and is receiving adequate medical supervision in a safe environment.
- 4.25 Ensure that other students are safe.
- 4.26 Determine if evacuation procedures are required to be implemented.
- 4.27 Report incident to the relevant Manager (e.g. Compliance Manager).
- 4.28 Contact relevant authorities as appropriate (e.g. police, ambulance).
- 4.29 If necessary, call an interpreter and have them stand by for assistance.
- 4.30 Once the student is not in danger and receiving medical supervision resume activities if appropriate.
- 4.31 At the earliest time, interview the student to ascertain what happened and any ongoing problems.
- 4.32 Support other students or arrange for counselling to occur.
- 4.33 Address any other immediate needs, i.e. additional support, police report, report stolen goods etc.

Ongoing Supervision and follow-up

Once the incident has been managed and necessary contact has been made with relevant personnel, it is important that follow-up of the student is undertaken by a nominated staff member. This may include:

- 4.24. Keeping in contact with the student and relevant others. Monitor the situation with a daily call
- 4.25. Checking that the student is receiving ongoing help with medical conditions and/or counselling
- 4.26. Liaise with the appropriate manager, police and other emergency services personnel;
- 4.27. Ensure where appropriate that family members and other relevant people are kept informed of the condition of the international student
- 4.28. Advise and assist any family members who decide to travel to Australia to support the international student/s with travel and accommodation requirements
- 4.29. Ensure that detailed records are maintained of the incident.
- 4.30. Debriefing of staff and students including provision of accurate information.
- 4.31. Identifying staff and students who need to access support services to assist them in dealing with the critical incidents.
- 4.32. Identifying any other persons who may be affected by the critical incident and providing access to support services as required
- 4.33. Arranging a memorial service as appropriate
- 4.34. Monitoring the progress of all those affected by the critical incident especially staff and students for signs of delayed stress and the onset of post-traumatic stress disorder.
- 4.35. Managing long term consequences such as inquests and legal proceedings.

Reporting

- 4.36. Where the incident may affect the student's visa conditions or program of study, DIC will notify the Department of Education as soon as practical after the incident.
- 4.37. Where a student dies or sustains serious injury, DIC will liaise with the student's family and provide support as required. DIC will also notify all other relevant and authorized parties.
- 4.38. A review and evaluation of the response to the critical incident will be conducted by CEO. The purpose of the review and evaluation is to assess how well the incident was handled and to identify/minimise risks for the future.

Evaluation

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Evaluation of the response to a critical incident will be carried out and documented. Any improvements will be documented and implemented as appropriate.

5 CRITICAL INCIDENT PROCEDURE

	Action	Details	Responsibility
1.	Immediate response (within 24 hours)	1.1. Designated person to assess situation and consider any risks to their own safety before taking any action. 1.2. Where the designated person considers that a critical incident is occurring or is likely, they are to alert the most senior staff member available. 1.3. Designated person to take over temporary control of incident (where there is no threat to that person's safety). 1.4. Designated person or other staff member to contact emergency services ensuring that all details known about the incident are provided. 1.5. Ensure safety of staff and students through actioning evacuation procedures if required and providing first aid or medical assistance. 1.6. Notify critical incident team who will develop and implement a critical incident plan for responding appropriately in a timely manner. 1.7. Ensure agencies, support organisations and other individuals are involved in responding to the incident including liaison with police, doctors, hospital staff, embassies or consulates and other relevant professionals. 1.8. Contact and inform parents and family members of those involved in incident. 1.9. Manage media and publicity by providing an officially agreed response and by ensuring that all staff is informed of the appropriate response to the media. 1.10. Assess the need for support and counselling those directly and indirectly involved. 1.11. Review legal issues including advising family of process/access to assistance as appropriate. 1.12. Keep appropriate and adequate records.	Designated person/Critical Incident Team/Relevant staff members
2.	Secondary response (48– 72 hours)	2.1. Ensure that support and counselling is provided as identified under immediate response. 2.2. Assess any further needs for support and counselling. 2.3. Provide staff and students with factual information about the critical incident including organising a debriefing for all students and staff closely involved with the incident. 2.4. Restore Della to regular routine, program delivery, and community life as soon as possible. 2.5. Complete critical incident report including detailed actions that need to be undertaken.	Designated person/Critical Incident Team/Relevant staff members

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3.	Ongoing follow up response	<p>3.1. Identify any other persons who have been affected by the critical incident and provide access to support services as required.</p> <p>3.2. Provide any further information to staff and students as required.</p> <p>3.3. Provide appropriate support in the event of a serious injury or death such as hiring interpreters, making arrangements for hospital/funeral/memorial service/repatriation, obtaining a death certificate, assisting with issues such as insurance and visa issues.</p> <p>3.4. Monitor the progress of all those affected by the critical incident especially staff and students for signs of delayed stress and the onset of post-traumatic stress disorder.</p> <p>3.5. Manage long term consequences such as insurance, inquests and legal proceedings.</p>	Designated person/Critical Incident Team/Relevant staff members
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Post critical incident follow up

Action	Details	Responsibility
Evaluate critical incident response	<p>a) Critical incident team to meet after each critical incident to evaluate the critical incident report and the response to the critical incident.</p> <p>b) Feedback from all staff, students, and local community representatives will be reviewed as part of the evaluation.</p> <p>c) An evaluation report will be made available to Della staff and students and other interested parties as relevant.</p>	<p>Compliance Manager</p> <p>CEO</p>

Records Management

DIC will maintain a written record of any critical incident and remedial action taken by the registered provider for at least two years after the international student ceases to be an accepted student under the ESOS Act.

Staff members must maintain all records relevant to administering this policy and procedure in the college's recordkeeping system.

6 RELEVANT LEGISLATION AND DOCUMENTS

Documents

Critical Incident Report Form
Critical incident Risk Assessment

Legislation

6.1 According to Standard 6 of National Code 2018:

6.8 The registered provider 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

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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.

6.9 The registered provider must:

6.9.1 take all reasonable steps to provide a safe environment on campus and advise overseas students and staff on actions they can take to enhance their personal security and safety

6.9.2 provide information to overseas students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents

6.9.3 provide overseas students with or refer them to (including electronically) general information on safety and awareness relevant to life in Australia.

7 FEEDBACK

7.1 College staff and students may provide feedback about this document by emailing:
compliance@dellainternational.edu.au

8 APPROVAL DETAILS

Approval	Details
Approval Authority	CEO
Administrator	Compliance Manager
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