



Critical Incident Policy & Procedure

POLICY DOCUMENT TRACKING
Policies contained within this document
Other documents that contain this policy

CRITICAL INCIDENT POLICY AND PROCEDURES

1.0 PURPOSE

This policy relates to critical incidents directly involving staff and/or students on any ACCS Campuses, which impact not only on the individual but also on other members of the College community. A critical incident is any event that causes a significant number of people to experience reactions that are beyond their normal emotional range.

2.0 SCOPE

This policy pertains to all enrolled international/overseas students commencing study.
Implementation

3.0 DEFINITION OF TERMS

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

Critical incidents are not limited to, but could include:

- death, serious injury or serious threats of these
- attempted suicide
- missing student
- assault, including sexual assault, domestic violence, severe verbal or psychological aggression
- a natural or other major disaster in the community
- the destruction of part, or the whole of the College
- major vandalism
- acts of terrorism
- student arrested or detained
- extremely damaging media attention
- enforced school closure
- drug or alcohol abuse
- other serious events

4.0 STRUCTURE

4.1 Critical Incident Team

The Critical Incident Team consists of staff holding the following positions: Principal, Office Administrator, Dean of Studies, College Counsellor, Student Support Officer. The Critical Incident Team's role is to manage any critical incident, and is responsible for:

- assessing risks and response actions;
- liaison with emergency and other services;
- contact with students' relatives and other appropriate contacts;
- liaison with other external bodies, such as homestays, carers or foreign embassies, and
- counselling and managing students and staff not directly involved in the incident.

Additional persons can be co-opted to assist on an incident-specific basis, as circumstances require, in line with the set of procedures developed under the auspices of the Critical Incident Team and set out in this policy document. This should include those with appropriate expertise as well as others who have personal qualities appropriate to crisis management. The Principal will, where appropriate, nominate a Recovery Director to the incident.

4.2 Specialist Support

Specialist support to assist the Team will, in the event of a critical or major incident, provide expertise relating to the key areas identified as providing the major foreseeable risks to the

College's business continuity - human, physical, IT and related systems and media relations.
Other specialist support may include legal, finance or business services.

5.0 IMPLEMENTATION

Stage 1: Action to be taken

- Any critical incident must be reported to the College Principal
- Issues of safety must be immediately addressed (using evacuation procedures and/or calling emergency services where necessary).
- The Principal needs to ascertain the facts. The Principal must be able to verify what was 'reported to have occurred' (this will involve members who reported the incident and those involved). The reported facts will be documented at this stage by the Principal or an assisting member of staff.
- The Principal meets with and informs the "Executive Committee" of the College. Appropriate steps to be taken are planned and documented (functioning as the critical incident team).
- Staff are informed by the Principal (as appropriate).
- The Student Support Officer and any additional counsellors required are contacted by the Principal.
- Contact clergy, where appropriate.
- The Principal communicates with the students and campus community affected by the critical incident, being mindful of legal and privacy constraints.
- Siblings and close friends of the victims are told individually.
- All students are informed of counselling and assistance available.
- The Head of Counselling contacts organisations and individuals for additional assistance if required.
- Ensure that staff members have support and counselling if required.
- Maintain a supportive, calm atmosphere, by maintaining normal procedures as far as possible.
- The Principal plans the response to the media, as required.
- The College prepares memorials (prayer services) as required.
- The facts of the event and all steps that were followed are documented and held on file by the Principal.

Stage 2: Documenting

- Confirm that the initial documenting of the incident by the Principal has taken place.
- Ensure the steps taken by the Principal and his or her Executive Committee are documented.
- Ensure that the facts of the event and all steps that were followed including who, what, when, where, and how, have been documented.

Stage 3: Follow up

- Ensure that student support staff and any 'outside professionals' are able to meet the needs of the College community.
- Provision of reading/support material to staff and students.

Aim to return to the 'normal routine', within a timeframe that is appropriate to the nature of the critical incident.

6. REPORTING, RECORDING OF INCIDENT - INTERNATIONAL STUDENTS

The college is required to notify the Department of Home Affairs as soon as practical after the incident and in the case of an international 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). All aspects of the incident and its management will be recorded on the student files.

Any action taken in regard to a critical incident will be recorded to include outcomes or evidence if the incident is referred to another person or agency. The Office Administrator (or the Principal if unavailable) will ensure the correct procedures have been actioned appropriate reports created and follow-up completed. The Principal will report the incident to the College Board; if the Principal is not available the College Administrator or the Dean of Students will prepare a report for the College Board.

APPENDIX A

Emergency Numbers and Contact Details

POLICE 000 AMBULANCE 000 FIRE 000

GLO College of Ministries Contact List

Position	Name	Mobile No.
Principal	Bruce Buckley	0432186946
Office Administrator	Rosie Moore	0434927866
Student Coordinator	Stuart Thomson	0408820630
Student support	Helen Buckley	0431579929
First Aid Officer	Rosie Moore	0434927866

APPENDIX B Critical Incident Report

Date of incident: ____/____/____ Time of incident _____

Location (include address where applicable): _____

Name of person completing form _____

Position of person completing form _____ Contact no: _____

People involved in incident: Student Staff Other _____

1. Name

Age: _____

2. Name:

Age: _____

3. Name:

Age: _____

4. Name:

Age: _____

5. Name:

Age: _____

Description of incident and background (relevant information leading up to the incident, circumstances, whether the incident was witnessed and other relevant issues):

Who was informed of the incident (Critical Incident Team, Emergency Services)?

- | | | | | | |
|----------------|--------------------------|---------------|--------------------------|--------------|--------------------------|
| Bruce Buckley | <input type="checkbox"/> | Helen Buckley | <input type="checkbox"/> | Rosie Moore | <input type="checkbox"/> |
| Stuart Thomson | <input type="checkbox"/> | | <input type="checkbox"/> | | <input type="checkbox"/> |
| Police | <input type="checkbox"/> | Ambulance | <input type="checkbox"/> | Fire Brigade | <input type="checkbox"/> |

External Services: _____

Actions taken to date: (including date and time of contact that other agencies were informed, as well details of support provided):

1. _____
2. _____
3. _____
4. _____
5. _____

Follow up action planned:

1. _____
2. _____
3. _____
4. _____
5. _____

Critical incident reported by:

_____ Time: _____ Date: _____

_____ Time: _____ Date: _____

(Signature of Principal)

APPENDIX C EMERGENCY SERVICES

NEAREST HOSPITAL

SMITHTON HOSPITAL
74 Britton Road, Smithton TAS 7330
[\(03\) 6478 9520](tel:0364789520)

MENTAL HEALTH SERVICE HELPLINE

24 Hour Telephone Service
1800 332 388

ALCOHOL & DRUG INFORMATION

24 Hour Telephone Service
Information and Referral (02) 9361 8000 Outside Sydney Metro Area 1800 422 599
<http://yourroom.com.au/faq/>

CENTRELINK

Youth and student services 132 490
For information in languages other than English 131 202

CONSULATES IN AUSTRALIA

For a full index of consulates in Australia <http://protocol.dfat.gov.au/Consulate/list.rails>

FINANCIAL COUNSELLING

Anglicare Tasmania
Financial helpline - [1800 007 007](tel:1800007007)

INTERPRETING SERVICES

Immediate phone interpreting. (24 hours, every day of the year) 131 450

LEGAL SERVICES

Legal Aid Commission of Tasmania 1300 366 611 Free legal advice

LIFELINE 24 HOURS

24 hr Counselling 131 114
Lifeline is a 24-hour telephone counselling line for urgent and immediate needs.

POISONS INFORMATION CENTRE 131 126

SEXUAL ASSAULT SUPPORT SERVICE TASMANIA

[Sexual Assault Support Service](#)
24/7 support line - 1800 697 877

SALVO CARE LINE COUNSELLING & SUPPORT EMERGENCY ASSISTANCE

Australia 1300 36 36 22
<http://www.salvos.org.au/salvocareline>
For advice, personal support and referral to social services.
Available 24 hours a day, 7 days a week.