



## Policy - Critical Incident

### Purpose

The National Code 2018 states that registered providers

- 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.

This policy and associated procedure outlines how Lawson College Australia will ensure compliance with the above requirements. This includes consideration of privacy principles appropriate to Victoria

<https://www.cdpd.vic.gov.au/menu-resources/resources-privacy/resources-privacy-guidelines>

### Scope

The policy relates to all students who enrol in Lawson College courses and all teaching, administrative and management staff.

### Definitions

<b>Action Plan</b>	An action plan is a detailed plan outlining actions needed to reach one or more goals. Reasons for creating an action plan. It is an organizational strategy to identify necessary steps towards a goal
<b>Contact Information</b>	Contact details relevant to a critical incident that include: Police, department of Immigration and Border Protection, Overseas student's family and other relevant organisations for example community organisations or phone counselling
<b>CRICOS</b>	Commonwealth Register for Institutions and Courses for Overseas Students
<b>Critical Incident</b>	<p>A critical incident is defined in the National Code 2018 as a traumatic event or the threat of such (within or outside Australia) which causes extreme stress, fear or injury. Critical incidents could include, but are not limited to, events such as:</p> <ul style="list-style-type: none"> <li>◆ Missing students</li> <li>◆ Severe verbal or psychological aggression</li> <li>◆ Death, serious injury or any threat of these</li> <li>◆ Natural disaster; and</li> <li>◆ Issues such as domestic violence, sexual assault, drug or alcohol abuse.</li> </ul> <p>A critical incident does not include serious academic misconduct.</p>
<b>Critical Incident/Emergency/Accident Contact details</b>	<ul style="list-style-type: none"> <li>◆ <b>In an emergency phone triple zero '000' or '112' from a mobile if you are outside of phone network range.</b></li> <li>◆ An automated message will ask you to select 'fire', 'police' or 'ambulance'. You will be connected to a person who will ask you questions including your location and the phone number you are calling from</li> <li>◆ Stay calm, don't shout, and talk slowly and clearly. Tell the person what the problem or emergency is and how it happened</li> <li>◆ Give them the address or location</li> <li>◆ Tell them if there are people hurt, how many there are and their estimated age</li> </ul>



	<ul style="list-style-type: none"> <li>◆ Ask for an interpreter if needed</li> <li>◆ Stay on the phone and follow emergency instructions</li> <li>◆ Wait for the ambulance and make sure they can see you when they arrive</li> </ul>
<b>Critical incident action plan</b>	A critical incident action plan details actions needed to prevent risks or minimise risks of a critical nature.
<b>Designated person</b>	Any Lawson 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. <u>Please see critical incident team definition below</u>
<b>DET</b>	<b>Department of Education and Training</b>
<b>Critical Incident Team</b>	A group of persons specified by Lawson College to plan an immediate response, allocate responsibilities and determine ongoing strategies. Lawson College Australia Critical Incident Team includes: CEO; Director of COPE, Executive Dean; Student Support Officer and where required, relevant Head of School or trainer; and Compliance Officer, COPE. <u>Please see designated person definition above</u>
<b>DIBP</b>	Department of Immigration and Border Protection
<b>ESOS</b>	Educational Services for Overseas Students Act 2018 as amended from time to time
<b>Hazard</b>	A hazard is defined as a situation or thing that has the potential to cause harm
<b>ISANA</b>	ISANA is the representative body for professionals in Australia and New Zealand who work in international student services, advocacy, teaching and policy development in international education
<b>International Student</b>	A person holding an Australian student visa and defined as an 'Overseas Student' in the ESOS Act. May also be referred to as a candidate.
<b>PRISMS</b>	Provider Registration and International Students Management System used to process information to DIBP by registered providers
<b>National Code</b>	The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018
<b>Registrar</b>	A <b>registrar</b> is an official in an academic institution (consisting of a college, university or secondary school who handles student records
<b>Risk</b>	A <b>risk</b> is an uncertain event or condition that, if it occurs, has a positive or negative effect on a project's objectives.
<b>Risk Management Plan</b>	A document that a project manager prepares to foresee <b>risks</b> , estimate impacts, and <b>define</b> responses to issues. It also contains a <b>risk</b> assessment matrix.
<b>Safety Hazard Control Plan</b>	A formal process for hazard identification, risk assessment and control to effectively manage workplace and safety hazards
<b>WHS</b>	Work Health Safety

## Policy

### 1. Lawson College responsibility and commitment

#### 1.1 Lawson College is committed to ensuring that:

- ◆ Policy & Procedure is in line with Information Privacy Principles <https://www.cdpd.vic.gov.au/menu-resources/resources-privacy/resources-privacy-guidelines>
- ◆ Risk reduction measures are in place to reduce the likelihood of a critical incident.
- ◆ Appropriate training and information resources are provided to staff and students.
- ◆ 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.



- ◆ A designated officer and critical incident team (see section 3 for definitions) manages critical incidents
- ◆ Appropriate post incident procedures are followed such as support and counseling services.
- ◆ An evaluation of the response to the critical incident is undertaken and that procedures are updated where improvements are identified. Staff and students will be encouraged to provide suggestions to assist this process.

## 2. Risk reduction measures

2.1 Lawson College has identified the risks of not implementing an effective critical incident policy and procedure in its Risk Management Plan. Therefore Lawson College will ensure that critical incidents are minimized through:

- ◆ Dissemination of this policy and critical incident procedures to all staff and students of Lawson College.
- ◆ Use ISANA Critical Incident Kit to provide information to all staff during the professional development training [isana.org.au/](http://isana.org.au/)
- ◆ Providing regular training and/or 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.
- ◆ Ensuring that staff bring safety issues to the attention of the CEO through the completion of a Safety Hazard Control Plan. Staff should provide the completed form to the CEO who will record and assess the risk and take action accordingly. 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 their student representative.
- ◆ Regular emergency management training and information including critical incident responses.
- ◆ Ensuring that at least one or more staff members of Lawson College have current training in First Aid.
- ◆ Provision of specific information to staff who are undertaking travel for business related purposes on what to do or who to contact should they experience a critical incident whilst interstate or overseas.

## 3. Designated person and critical incident team responsibilities in the event of a critical incident

- 3.1 In the event of a critical incident, a designated person and Critical Incident Team will be responsible for the prevention and management and management of critical incidents.
- 3.2 A designated person is any Lawson College staff member who either witnesses or is informed about an actual or potential incident. 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). If the emergency services 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.
- 3.3 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.
- 3.4 Lawson College Australia Critical Incident Team includes: CEO; Director, Executive Dean; Student Support Officer and where required, Trainer and Assessor



3.5 Lawson College Contact officer [Ms Kiran Sharma, Director, Lawson College Australia] and staff have access to up-to date- details of Lawson College support services via the website and these same contact details are provided to students during orientation. These are:

- a. Emergency Services - Police, Fire and [24 hr] Phone: 000 OR 112 can be dialed on any GSM digital mobile phone
- b. Police Headquarters (24 hr) Phone 97677444 [Dandenong]
- c. Lifeline (24 hour crisis counseling line) Phone: 1800 367 768]
- d. Poisons Information Centre Phone: 131126 [24 hr]
- e. State Emergency Service Phone: 132500 [24 hr]: emergency flood, storm, tsunami, earthquake]
- f. Health Department Phone: 1800 020103
- g. Lawson College students are advised of policy, procedure and actions surrounding critical incident at the time of orientation, as well as the designated staff who are the official point of contact for students, and the subsequent critical incident team.

#### 4. Critical incident recording and action plan

4.1 The Critical Incident Action Plan to be developed to ensure that the critical incident is handled appropriately and timely must be documented and include:

- ◆ Details of the incident including time, date, location, nature of the incident and names and roles of persons involved.
- ◆ General control objectives for the incident as well as specific action items to be undertaken including communication and reporting. This also includes media management.
- ◆ Details of designated person or critical incident team.
- ◆ Other information required.
- ◆ Follow up action

#### 5. Critical Incident follow up

A range of strategies will be in place to ensure that the appropriate support and monitoring is provided following a critical incident. These strategies include:

- ◆ debriefing of staff and students including provision of accurate information.
- ◆ identifying staff and students who need to access support services to assist them in dealing with the critical incidents.
- ◆ identifying any other persons who may be affected by the critical incident and providing access to support services as required
- ◆ arranging a memorial service as appropriate
- ◆ 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.
- ◆ managing long term consequences such as inquests and legal proceedings.

#### 6. Reporting

6.1 Where the incident may affect the student's visa conditions or program of study, Lawson College will notify DET via PRISMS as soon as practical after the incident.

6.2 Where a student dies or sustains serious injury, Lawson College will liaise with the student's family and provide support as required. Lawson College will also notify all other relevant and authorized parties.



6.3 A review and evaluation of the response to the critical incident will be conducted by the CEO. The purpose of the review and evaluation is to assess how well the incident was handled and to identify/minimize risks for the future.

## 7. Evaluation

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

## 8. Records

8.1 Approved incident forms and checklists [written record of the critical incident will be used to ensure communication and management of the incident as well as consistent and complete record keeping. These written records of the incident and remedial action taken by Lawson College Australia will be retained for at least two years after the overseas student ceased to be an accepted student under the ESOS Act.

### Document History and Version Control Table

Version Number	Date approved	Approved by	Type of change	Extent
V 1.0	18/09/2013	GRMC	N/A	Initial
V 2.0	18/09/2015	GRMC	Minor	Editing and formatting
V 3.0	17/01/2018	CEO	Major	Reviewed and updated in relation to Standard 4 ESOS 2018



## Attachment

## Overview - Responsibilities

Critical Incident Team	Responsible for
<p><b>Designated Officer</b> Any Lawson College staff member who is either a witness to, or first to be informed about an actual or potential critical incident.<sup>1</sup></p>	<ol style="list-style-type: none"> <li>Alerting the Critical Incident Team</li> <li>If required, assuming temporary control of a critical incident site and assigning duties to available persons (such as calling emergency services, alerting other staff, assisting with first aid, crowd control)</li> <li>Contributing to the critical incident plan and documents</li> </ol>
<p>Critical Incident/Emergency/ Accident Contact details</p>	<ul style="list-style-type: none"> <li>◆ <b>In an emergency phone triple zero '000' or '112' from a mobile if you are outside of phone network range.</b></li> <li>◆ An automated message will ask you to select 'fire', 'police' or 'ambulance'. You will be connected to a person who will ask you questions including your location and the phone number you are calling from</li> <li>◆ Stay calm, don't shout, and talk slowly and clearly. Tell the person what the problem or emergency is and how it happened</li> <li>◆ Give them the address or location</li> <li>◆ Tell them if there are people hurt, how many there are and their estimated age</li> <li>◆ Ask for an interpreter if needed</li> <li>◆ Stay on the phone and follow emergency instructions</li> <li>◆ Wait for the ambulance and make sure they can see you when they arrive</li> </ul>
<p><b>Principal Administrator</b> The Principal Administrator is to be informed immediately of any actual or potential critical incidents and is the official point of contact for staff.</p>	<ol style="list-style-type: none"> <li>Calling an immediate meeting with the Designated Officer - Ms Kiran Sharma, Director, Lawson College Australia after being informed of the critical incident in order to: <ul style="list-style-type: none"> <li>◆ create a clear understanding of the known facts</li> <li>◆ plan an immediate response</li> <li>◆ plan ongoing strategies</li> </ul> </li> <li>Allocate individual roles and responsibilities for ongoing task notifying staff on guidelines for dealing with student enquiries by <ul style="list-style-type: none"> <li>◆ nominating particular staff to deal with enquiries</li> <li>◆ writing a bulletin</li> <li>◆ notifying those directly involved and identifying students and staff at risk</li> <li>◆ managing media and publicity setting regular meetings and ongoing feedback so that staff are continually involved and working together</li> <li>◆ contacting relevant agencies such as DIBP, DET and consulates</li> </ul> </li> </ol>
<p><b>Director/Delegate</b> The Director/Delegate is to be informed immediately of any actual or potential critical incidents and is the official point of contact for students</p>	<ol style="list-style-type: none"> <li>Keeping documentation of Critical Incident Team meetings and completing the Critical Incident Form</li> <li>Liaising with police, hospital and any other emergency services involved organising immediate contact for the next of kin,</li> <li>Be the point of contact for students' significant other and/or legal guardian, taking into consideration the most appropriate manner of contact and whether an interpreter is required.</li> <li>Offering support services to student or student's parents in regards to: <ul style="list-style-type: none"> <li>◆ emergency accommodation</li> <li>◆ airport transfers</li> <li>◆ counselling – internal or external</li> <li>◆ financial advice</li> <li>◆ arranging a funeral (in the event of a death) as required, consider arranging: <ul style="list-style-type: none"> <li>◆ formal stress management and counselling</li> <li>◆ legal assistance for students</li> <li>◆ condolence letters to families</li> </ul> </li> </ul> </li> </ol>

<sup>1</sup> The staff members may include managers, teachers, administration staff and support staff.



	<ul style="list-style-type: none"> <li>◆ roster of students and staff for hospital visits</li> <li>◆ liaising with the administration team in regards to matters such as refunding fees if students cannot continue their studies.</li> <li>e. Arranging a time and place for an initial group or individual debriefing session for staff and students with counsellors. In this session opportunity should be given to:             <ul style="list-style-type: none"> <li>◆ share the impact of the event</li> <li>◆ discuss various interpretations of the event in cultural/ethnic terms the resulting sense of vulnerability</li> <li>◆ the experience of painful emotions and the normalisation of reactions</li> </ul> </li> </ul>
Other key stakeholders could include:	First Aid Officers Student Counsellor Workplace Health and Safety Officer Accommodation Officer, Executive Dean