

Policy and Procedure - Critical Incident

Purpose

The National Code 2018 states that 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 to incidents that may cause physical or psychological harm; but does not include serious academic misconduct. [S6.8]

The National Code defines a critical incident as 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'. This does not include serious academic misconduct.

This policy and associated procedure outlines how Lawson College Australia will ensure compliance with the above requirements. This includes consideration of privacy principles ([Australian Privacy Principles | OAIC](#)) and as appropriate to Victoria, OVIC (Office of the Victorian Information Commissioner) ([Office of the Victorian Information Commissioner – Freedom of Information | Privacy | Data Protection](#)).

Scope

The **Policy & Procedure – Critical Incident** relates to all students who enrol in Lawson College Australia courses and all teaching, administrative, support, and management staff and other effected persons.

In an emergency phone Triple Zero '000'

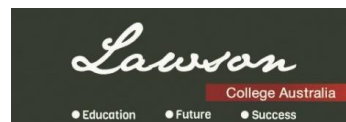
Australia's primary emergency call service number is Triple Zero (000), which can be dialled from any fixed or mobile phone, pay phones and certain Voice over Internet Protocol (VoIP) services. There are also two secondary emergency call service numbers— 112 and 106. 112 is available from most mobile phones. 106 connects to the text-based relay service for people who have a hearing or speech impairment. All calls to the emergency numbers, whether from fixed, mobile, pay phones or VoIP services are free-of-charge.

Triple Zero (000) should only be called (police, fire or ambulance) for threat to life or property.

- 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
- Stay calm, don't shout, and talk slowly and clearly. Tell the person what the problem or emergency is and how it happened
- Give them the address or location
- Tell them if there are people hurt, how many there are and their estimated age
- Ask for an interpreter if needed
- Stay on the phone and follow emergency instructions

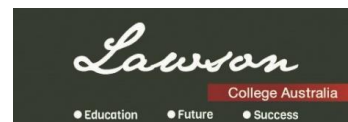
Wait for the ambulance and make sure they can see you when they arrive

[Triple zero process | triplezero.vic.gov.au](#)



Definitions

Action Plan	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 organisational strategy to identify necessary steps towards a goal
Contact Information	Contact details relevant to a critical incident that include Emergency Services (Police, Ambulance, Fire, Public Health authorities), Department of Home Affairs (DoHA), Overseas student's family, and other relevant organisations for example community organisations or phone counselling
CRICOS	Commonwealth Register for Institutions and Courses for Overseas Students
Critical Incident	<p>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 could include, but are not limited to, events such as:</p> <ul style="list-style-type: none"> • 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. <p>A critical incident does not include serious academic misconduct.</p>
Critical incident action plan	A critical incident action plan details actions needed to prevent risks or minimise risks of a critical nature.
Critical incident team	A group of persons specified by Lawson College Australia to plan an immediate response, allocate responsibilities and determine ongoing strategies. Lawson College Australia Critical Incident Team includes CEO/ Delegate; Relevant Management, Operations, Administrative, Compliance, Training and Assessment, and Support and Progression and others as deemed required. Please see designated person definition below. (also See Attachment)
Department of Education	Provide strategic direction and national leadership of Australia's education system – through early years, school, higher education and research. See: International Education - Department of Education, Australian Government .
Department of Home Affairs	Department of Home Affairs (DoHA) brings together Australia's federal law enforcement, national and transport security, criminal justice, emergency management, multicultural affairs and immigration and border-related functions, working together to keep Australia safe. Department of Home Affairs
Designated person	Any Lawson College Australia 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. Please see critical incident team definition above.
ESOS Act	Educational Services for Overseas Students Act as amended from time to time. Education Services for Overseas Students (ESOS) Framework - Department of Education, Australian Government
Hazard	A hazard is defined as a situation or thing that has the potential to cause harm
International Student	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.
ISANA	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
National Code	National Code of Practice for Providers of Education and Training to Overseas Students 2018. The National Code is a legislative instrument made under the Education Services for Overseas Students Act 2000 (ESOS Act) and sets nationally consistent standards to support providers to deliver quality education and training to overseas students. National Code of Practice for Providers of Education and Training to Overseas Students 2018 - Department of Education, Australian Government
OSHC	Overseas Student Health Cover (OSHC): All international students in Australia must comply with visa condition 8501: That is, maintain adequate arrangements for health insurance during their stay in Australia.
PRISMS	<p>Provider Registration and International Student Management System (PRISMS). Through PRISMS, certain Australian Government agencies can monitor student compliance with visa conditions and provider compliance with the Educational Services for Overseas Students Act 2000 (ESOS Act). PRISMS is a secure system for providers to:</p> <ul style="list-style-type: none"> • Issue 'Confirmation of Enrolment' (CoE) to students intending to study in Australia. The DoHA requires the CoE to issue a student visa; and



	Report changes in overseas student course enrolment
Risk	A risk is an uncertain event or condition that, if it occurs, has a positive or negative effect on a project's objectives.
Risk Assessment	A risk assessment is not required when legislation requires a hazard or risk to be controlled in a specific way—these requirements must be complied with. However a risk assessment may be required in certain circumstances including: Responding to incidents (whether they cause an injury or not) - need to be investigated to work out how current measures may have failed; and responding to issues that may be raised about health and safety of the workplace. (https://content.api.worksafe.vic.gov.au/sites/default/files/2018-06/ISBN-Controlling-OHS-hazards-and-risks-handbook-2017-06.pdf)
Risk Management Plan	A document that a project manager prepares to foresee risks , estimate impacts, and define responses to issues. It also contains a risk assessment matrix.
RTO Outcome Standards	National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations [RTO]) Instrument 2025. National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025 - Federal Register of Legislation
Safety Hazard Control Plan	A formal process for hazard identification, risk assessment and control to effectively manage workplace and safety hazards
Student	A student who is enrolled at Lawson College Australia and includes both prospective students and enrolled students who are 'overseas students' as defined in the National Code and hold a student visa as defined by the ESOS Act.
Triple Zero	Triple Zero (000) is Australia's primary emergency call service number is Triple Zero (000), which can be dialled from any fixed or mobile phone, pay phones and certain Voice over Internet Protocol (VoIP) services. All calls to the emergency numbers, whether from fixed, mobile, pay phones or VoIP services are free-of-charge.
Wellbeing support services	Refers to support services and resources to assist with students' physical, mental and emotional wellbeing.
Work Health and Safety (WHS)	Work Health Safety. The <i>Occupational Health and Safety Act 2004</i> (OHS Act) is the main WHS law in Victoria. The <i>Occupational Health and Safety Regulations 2017</i> (OHS Regulations) build on the OHS Act. They set out how to fulfil duties and obligations, and processes that support the OHS Act. https://www.worksafe.vic.gov.au/occupational-health-and-safety-act-and-regulations

[S=ESOS National Code Standard]

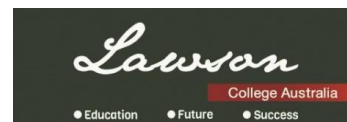
Policy

1. Lawson College Australia responsibility and commitment

A critical incident involving a student is distressing for families, friends and staff.

1.1 Critical incidents involving a student is distressing for families, other students, friends, and staff. Lawson College Australia is committed to ensuring that:

- 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 these actions maximise the safety of staff and students.
- A designated officer and critical incident team manages critical incidents. *See Attachment.*
- 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.
- Policy and Procedure is in line with Information Privacy legislation



1.2 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 could include, but are not limited to, events such as:

- Fire, bomb threat, explosion, gas, or chemical hazard
- Missing students
- Severe verbal or psychological aggression
- Witnessing a traumatic event
- Death, serious injury or any threat of these
- Death of a student colleague, or staff
- Natural disaster
- Issues such as domestic violence, sexual assault, drug or alcohol abuse.

A critical incident does not include serious academic misconduct.

1.3 Lawson College Australia 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.

1.4 Emergency (threat to life or property)

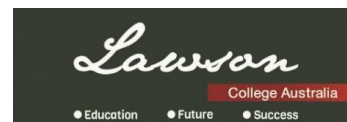
In the event of an emergency phone Triple Zero '000' from any fixed or mobile phone

- When you dial Triple Zero 000 you will first hear the recorded message '*You have dialled emergency Triple Zero. Your call is being connected.*'
- Your call is then answered by a Telstra operator who will ask whether you require police, fire or ambulance.
- Depending on whether you use a mobile, fixed line, voice over internet protocol (VoIP) service or a payphone to call 000, you may also be asked to provide details of the state and town you are calling from.
- The operator will then connect you to the emergency service organisation you have requested and will stay on the line with you until the call is answered.
- You will be connected to a person who will ask you questions including your location and the phone number you are calling from
 - Stay calm, don't shout, and talk slowly and clearly. Tell the person what the problem or emergency is and how it happened
 - Give them the address or location
 - Tell them if there are people hurt, how many there are and their estimated age
 - Ask for an interpreter if needed
 - Stay on the phone and follow emergency instructions
 - Wait for the ambulance and make sure they can see you when they arrive
 - Hygiene protocols should be followed, as far as practicable, if required

2. Risk reduction measures

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

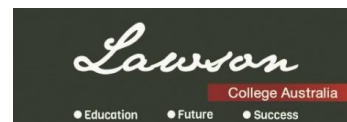
- Dissemination of this policy and critical incident procedures to all staff and students at Lawson College Australia.
- Use ISANA Critical Incident Kit to provide information to all staff during the professional development training isana.org.au/



- 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/ Delegate through the completion of a Safety Hazard Control Plan. Staff should provide the completed form to the CEO/ Delegate 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 Australia 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 of critical incidents.
- 3.2 A designated person is any Lawson College Australia 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/Delegate and any other relevant staff as per the situation, for example, Director, Executive Dean; Managers, Student Welfare Support Officer and where required, Trainer and Assessor.
- 3.5 Lawson College Australia Contact officers and staff have access to up-to date- details of Lawson College Australia support services via the website and these same contact details are provided to students during orientation and other times as required. These are:
 - Emergency Services (life in danger) - Police, Fire and Ambulance [24 hr.] Phone: Triple Zero - 000
 - Lawson College Australia 24/7 Contact Person - Phone: +61 3 97912211 M: +61 438592747
 - Police Headquarters Dandenong (24 hr.) Phone: 97677444
 - Police Assistance Line (non-emergency) – Telephone: 131 444
 - Lifeline (24-hour crisis counseling line) Phone: 131 114
 - Urgent Care Clinics - Open to everyone. No Medicare card needed
 - Walk into an [Urgent Care Clinic](#), open late and on weekends
 - Video call with [Virtual Emergency Care 24/7](#)
 - Nurse-on-call: 1300 606 024
 - Poisons Information Centre Phone: 131 126 [24 hr.]
 - State Emergency Service Phone: 132 500 [24 hr.]: emergency flood, storm, tsunامي, earthquake



- Australian Government Department of Health: 1800 020 103 [Australian Government Department of Health and Aged Care](#)
- Study Melbourne: [Medical and emergency services | Study Melbourne](#)
- Department of Home Affairs: 1300 853 773
- Victorian Department of Health 1300 650 172 [Department of Health, Victoria](#)

3.6 In compliance with the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations [RTO]) Instrument 2025, Outcome Standard 2.6, Lawson College Australia advises the student cohort of the availability of wellbeing support services, and any organization students can contact, or additional action students can take to support their wellbeing.

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 people 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

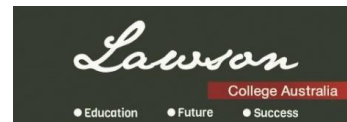
5. Critical Incident follow up

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 people 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 overseas student's visa conditions or program of study, Lawson College Australia will notify the Department of Education through PRISMS as soon as practical after the incident.
- 6.2 Where a student dies or sustains serious injury, Lawson College Australia will liaise with the student's family and provide support as required. Lawson College Australia will also notify all other relevant and authorised parties.



6.3 A review and evaluation of the response to the critical incident will be conducted by the CEO/ Delegate. 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.
- 7.2 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. [s6.8]
- 8.2 Maintain and regularly review a Risk Register

9. References

- [Education Services for Overseas Students Act 2000 \(legislation.gov.au\)](http://legislation.gov.au)
- [National Code of Practice for Providers of Education and Training to Overseas Students 2018 \(legislation.gov.au\)](http://legislation.gov.au)
- [National Vocational Education and Training Regulator \(Outcome Standards for Registered Training Organisations\) Instrument 2025 - Federal Register of Legislation](http://legislation.gov.au)
- [Education Fact Sheet Title \(internationaleducation.gov.au\)](http://internationaleducation.gov.au) – Standard 6 Student Support Services
- [esosforstudents | ISANA](http://esosforstudents.gov.au)
- [Department of Home Affairs](http://www.dhs.gov)
- [Australian Government Department of Health and Aged Care](http://www.health.gov.au)
- [Department of Health, Victoria](http://www.health.vic.gov.au)
- [Other emergency numbers](http://www.000.gov.au)
- [Medical and emergency services | Study Melbourne](http://www.study.melbourne.edu.au)

10. Procedure

Responsible staff for relevant area (as per Organisational Chart) to process the procedure:

Assess – Review aspects of situation as applied to this policy and any other related policies and specific documentation to be completed (and where relevant advising students of requirements of same as required); including relevant timeframes and any reporting mechanisms.

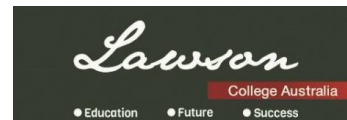
Plan – Identify strategies and actions to be taken, including timeframe/s and relevant personnel.

Implement - Strategies and take actions in accordance with policy, associated information and documentation required, documentation where necessary

Retain documentation in accordance with policy, procedure and practices.

Report in relation to practice outcomes as related to policy and procedure.

Review – process with view for continuous improvement including reporting to relevant personnel/Quality and Compliance Committee (QACC).

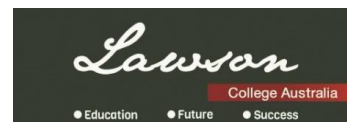


Dissemination of information to staff

Relevant staff will be informed of this Policy and Procedure and any subsequent changes will be via an agenda item at a scheduled Quality and Compliance Committee (QACC) Executive meeting, and published minutes, and dissemination by public access of this Policy and Procedure on the Lawson College Australia website – International Student Policies <https://lawsoncollege.edu.au/international-student-policies/>

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
V 3.1	25/01/2019	CEO	Minor	Updated LCA logo and footnote
V 4.0	30/09/2019	QACC	Major	Updated emergency Triple Zero information and editing/ formatting
V 4.1	8/09/2020	QACC/ CEO	Minor	Added Privacy Policy reference in Scope; Added support [staff] in Scope Added Note; Updated information in Contact Information, and Critical Incident Team in definitions; Added Social Distancing, student, and support person to definitions; Added dot point about Social Distancing in 1.3; Added 3.6 (e.g. Victorian DHSS, and COVID-19 information) Added /Delegate to CEO and other High Executive mentions Update footnote 1
4.2	26/10/2022	QACC	Minor	Title changed to Policy & Procedure... Removed note Updated titles of other Policy to P&P (as applicable); Updated definitions: Support person; Updates 3.6 information Added 8.2: Risk Register content; Added Section 9: Dissemination of information to staff; Added Section 10: References Added Section: Procedure; Updated Attachment: Risk register notation Updated Footer
4.3	13/03/2024	QACC	Minor	Updated definitions – Department of Education (removed reference to DESE and weblinks with DESE). Reference made to Department of Education through PRISMS where relevant and removed websites referencing DESE. Updated References section. Updated Footer.
5.0	01/07/2025	QACC	Major	Updated to address <i>The National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025</i> , and other related legislation and guidelines.



Attachment

Overview - Responsibilities

Critical Incident Team	Responsible for
Designated Officer Any Lawson College Australia staff member who is either a witness to, or first to be informed about an actual or potential critical incident. ¹	a. Alerting the Critical Incident Team b. 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) c. Contributing to the critical incident plan and documents
Critical Incident/Emergency/Accident Contact details	In an emergency phone triple zero '000' or '112' from a mobile if you are outside of phone network range. <ul style="list-style-type: none"> 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 Stay calm, don't shout, and talk slowly and clearly. Tell the person what the problem or emergency is and how it happened Give them the address or location Tell them if there are people hurt, how many there are and their estimated age Ask for an interpreter if needed Stay on the phone and follow emergency instructions Wait for the ambulance and make sure they can see you when they arrive As far as practicable comply with social distancing requirements
Principal Administrator The Principal Administrator/ (Delegate) is to be informed immediately of any actual or potential critical incidents and is the official point of contact for staff.	a. Calling an immediate meeting with the Designated Officer - Ms Kiran Sharma, Director (or Delegate), Lawson College Australia after being informed of the critical incident in order to: <ul style="list-style-type: none"> create a clear understanding of the known facts plan an immediate response plan ongoing strategies b. Allocate individual roles and responsibilities for ongoing task notifying staff on guidelines for dealing with student enquiries by: <ul style="list-style-type: none"> nominating particular staff to deal with enquiries writing a bulletin notifying those directly involved and identifying students and staff at risk managing media and publicity setting regular meetings and ongoing feedback so that staff are continually involved and working together contacting relevant agencies such as DoHA, DET and consulates
Director/Delegate The Director/Delegate is to be informed immediately of any actual or potential critical incidents and is the official point of contact for students	a. Keeping documentation of Critical Incident Team meetings and completing the Critical Incident Form b. Liaising with police, hospital and any other emergency services involved organising immediate contact for the next of kin, c. 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. d. Offering support services to student or student's parents in regard to: <ul style="list-style-type: none"> emergency accommodation airport transfers counselling – internal or external financial advice arranging a funeral (in the event of a death) as required, consider arranging: <ul style="list-style-type: none"> formal stress management and counselling legal assistance for students condolence letters to families roster of students and staff for hospital visits

¹ The staff members may include managers, training and assessment staff, administration staff and support staff.



Critical Incident Team	Responsible for
	<ul style="list-style-type: none"> liaising with the administration team in regard to matters such as refunding fees if students cannot continue their studies. <p>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:</p> <ul style="list-style-type: none"> share the impact of the event discuss various interpretations of the event in cultural/ethnic terms the resulting sense of vulnerability the experience of painful emotions and the normalisation of reactions
Other key stakeholders could include (not limited to):	First Aid Officers, Student Welfare Officer, Workplace Health and Safety Officer, Accommodation Officer, Executive Dean
Compliance Manager/ Delegate	Risk Register - Review and update, as applicable the Risk Register which is maintained and accessible via Dropbox – QACC – Compliance Manager/ delegate