

Critical Incidents Policy

1.0 Purpose

The purpose of this policy is to recognise the duty of care owed by Central Melbourne Institute (CMI) to its students and staff and to document the process for managing critical incidents, if and when they occur. This policy and procedures is in accordance with the ESOS Act 2000, National Code 2018(standard 6).

2.0 Responsibility

- 2.1 The CEO 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. CMI has implemented this 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.
- CMI will maintain a written record of any critical incident and remedial action taken by CMI for at least two years after the student ceases to be an accepted student.

3.0 Definitions

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

Duty of Care is a legal obligation which is imposed on an individual requiring adherence to a standard of reasonable care while performing any acts that could foreseeably harm others.

4.0 Requirements

This policy covers the:

- Action to be taken in the event of a critical incident
- Required follow up of the incident
- Record to be kept of the incident and action taken.

- 4.1 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
- Issues such as domestic violence, sexual assault, drug or alcohol abuse

- 4.2 The Educational Services for Overseas Students Act 2000 (ESOS Act) requires CMI to notify Department of Education and the Department of Home Affairs (DHA) as soon as practical after the incident and in the case of a student's death or other absence affecting the student's academic performance, the incident will need to be reported via the Provider Registration and International Student Management System (PRISMS).

- 4.3 When an international student dies or sustains serious injury, CMI 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

5.0 Method

If the incident is on campus and involves death, serious injury or a threat to life or property, the CEO should be contacted immediately.

If the critical incident involves a student or staff member who is off-campus, the person receiving the information must immediately contact the CEO.

Person witnessing the critical incident should contact the CEO and other senior staff members (if CEO is not available) immediately.

On receipt of news or information regarding a critical incident, the CEO or senior person must:

- Create for themselves a clear understanding of the known facts
- 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 Life Line 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.

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
- Inform Institute staff and students as appropriate
- Prepare a guideline to staff about what information to give students.
- Prepare a written bulletin to staff and students if the matter is complex.
- Brief staff and delegate 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 Counsellor/s
- Arrange access to emergency funds if necessary.

Record the incident and the following 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 CMI including any opportunities for improvement
- The organisations and people contacted by the Institute

Emergency Contact Details

If you need advice in an emergency, or urgently need to speak to someone about a problem, you may contact us on +61 431474252 (24hours)

a. State Emergency Services

Ambulance, Fire or Police: 000 (Dial 112 on mobile if out of network range) <https://www.triplezero.gov.au/Pages/default.aspx>

b. Free Support Services

- Sexual Assault Crisis Line 1800 806 292 www.sacl.com.au
- Lifeline 13 11 14 www.lifeline.org.au
- Beyond Blue 1300 224 636 www.beyondblue.org.au

- DACAS (Drug and Alcohol Clinical Advisory Service) 1800 812 804
- Counselling online 1800 888 236 <https://www.counsellingonline.org.au/>