

## Critical Incident Policy and Procedures

Policy Category	Student Welfare		
Document Owner	EL SIS Principal Executive Officer		
Responsible Officer	Director of Studies		
Review Date	October 2022		
References and Legislation	Education Services for Overseas Students Act 2000 (Cth); The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (The National Code) The Privacy Act 1988 (Cth)		
Related Documents	Overseas Student Support Services Policy and Procedures Complaints and Appeals Policy and Procedures		
<b>Version</b>	<b>Change description</b>	<b>Approved</b>	<b>Effective Date</b>
2.0	Reviewed and updated 12/11/2020	Principal Executive Officer 13/11/2020	13/11/2020

### 1. Purpose

EL SIS Critical Incident Procedure supports the National Code of Practise for Providers of Education & Training to Overseas Students 2018, Standard 6.

### 2. Scope

This policy and procedures apply to international students (potential or actual) who are enrolled in EL SIS.

### 3. Definitions

Item	Definition
<b>Critical incident</b>	A traumatic event, or the threat of such, within or outside Australia which causes extreme stress, fear or injury.
<b>Death</b>	Accidental, suicide, or death as a result of injury or terminal illness, or murder.
<b>Designated person</b>	Any College staff member who either witnesses or is informed about an actual or potential incident.
<b>Serious Illness</b>	Illness, which causes the deterioration of the student/staff member's health over time
<b>Serious Injury</b>	Illness, which prevents or severely affects the student's ability to continue with or complete their course.
<b>Traumatic Event</b>	A traumatic event is not limited to, but could include: missing students; any fatality or serious injury; a serious traffic collision; murder or suicide; physical/sexual assault or domestic violence; severe verbal or psychological aggression; fire; explosion or bomb threat; a hold up or attempted robbery; serious threats of violence, and storms or natural disasters; or drug or alcohol abuse.

### 4. Policy

EL SIS will work towards establishing a safe environment and take appropriate action in response to incidents which affect, or have the potential to affect, the health, safety or wellbeing of staff, students, or other persons.

EL SIS ensures that incidents are appropriately reported and managed in a way that is responsive to the immediate circumstances of the incident, the rights of those involved, and the need to ensure that any risks of recurrence are minimised as far as possible.

The intent of this policy is to ensure that critical incidents are appropriately reported in a timely manner. Such reporting supports the:

- Resolution of the immediate issues and fulfil external reporting obligations arising from a specific incident;
- Consistent recording of circumstances relating to incidents;
- Identification evaluation and mitigation of systematic risks associated with services; and
- Development and maintenance of a service culture in which the safety and wellbeing of clients, staff, and other persons is actively managed and is subject to continuous improvement.

A critical incident is an incident, whether accidental or deliberate, that:

- Involves a student, a staff member, or a member of the public;
- Occurs regardless of whether a staff member is present or witnesses the event and involves:
  - i. Death; or
  - ii. Risk of death; or
  - iii. Abuse, neglect or exploitation; or
  - iv. Risk of abuse, neglect or exploitation; or
  - v. Serious harm or injury; or
  - vi. Serious risk of harm or injury; or
  - vii. Other incidents, including for example:
    - a. Alleged criminal activity;
    - b. Inappropriate sexual behaviour by a student;
    - c. Property damage resulting in closure of a service, such as destruction of premises by fire;
    - d. Emergency situation, e.g. bomb threats, hostage situations, natural disaster.

## **5. Procedure**

- 5.1. Students can report a critical incident directly to Student Services staff. Please state: "I have to report a critical incident".
- 5.2. In the event of any Critical Incident, ELSIS Management and staff will respond with the following procedures:

## **6. Roles and Responsibilities**

- 6.1. The Senior Student Services person should be advised as soon as possible following the news or observation of any Critical Incident Event affecting or likely to affect the safety or welfare of ELSIS students.
- 6.2. In the event of a Critical Incident Event, Senior Student Services will;
  - Assess the level of risk and type of Critical Incident and the required resource implications.
  - Apply the appropriate intervention measures to the level of risk and type of critical incident.
  - Report any relevant resource implications directly to the Director of Studies or General Manager.

## **7. Intervention Measures**

- 7.1. In identifying a Critical Incident Event, Senior Student Services will determine the level of risk or type of Critical Incident and apply one or more of the following intervention measures.

## **8. Prevention Measure**

8.1. Where a potential Critical Incident can be avoided through risk identification and a report to ELSIS General Manager and the Director of Studies, Senior Student Services will:

- Identify the risk potential, including the verification of any potential source of danger or threat to student welfare.
- Establish the OHS, legal parameters and duty of care implications carried by ELSIS.
- Identify students who may be at risk.
- Report any potential avoidance actions that may be implemented by ELSIS Management.

## 9. Critical Incident Response Measure

9.1. Where an actual Critical incident is about to occur or has occurred, ELSIS Management and Staff will:

- Take avoidance action to ensure the safety and welfare of students when enrolled students may be at risk of physical harm. This may include requesting the attendance of security staff or a building evacuation. ELSIS has developed emergency response staff protocols such as fire wardens and first aid officers for each campus and for each floor as appropriate.
- Determine if any emergency service is required and where necessary take immediate action to request the attendance of such a service (police or ambulance services).
- Where a student has experienced a physical injury, ELSIS staff will:
  - Assess the level of injury.
  - Remove the student(s) from immediate danger.
  - Evacuate other students from the accident site.
  - In the case of low-level injury, request the assistance of ELSIS staff with current First Aid qualifications to apply First Aid, with the additional potential for the student's transport to the Local Medical Centre.
  - In the case of high-level injury, take immediate action to gain the attendance of an ambulance service and request the attendance of the ELSIS staff with current First Aid Qualifications.
- Make direct contact with the Senior student service person (or in their absence ELSIS General Manager) and advise the type of critical incident and actions taken so far in the critical incident event.
- Ensure affected students are provided with immediate care and support in the case of any distressing or traumatic experience.
- Where possible and appropriate, take immediate action to gain the presence of qualified counsellors who may assist in the support of distressed or traumatised students.
- Counselling support services are available through ELSIS student services or through external services. Referral to an external service is at no cost to the student.
- ELSIS uses Converge to provide external counselling services to students enrolled in an ELSIS course. Converge provides short-term confidential counselling support through qualified and experienced counsellors.
- Students are advised about our external counselling services via the student handbook and other public places on campus and online.

## 10. Post Incident measures

10.1. Where a Critical Incident has occurred, Senior Student Services will within 5 days, ensure that the following steps are taken in completing a written report to ELSIS General Manager:

- Request a written report from staff who were directly involved in the incident or present when it occurred.

- identify and interview students whom may have been involved or present during the Critical Incident.
- Identify any emergency service contacts utilised during the Critical Incident.
- List pastoral or external support personal that were involved during the Critical Incident.
- Provide a detailed summary of the Critical Incident to ELSIS General Manager and the Director of Studies.
- Management Review of the Critical Incident report is conducted.
- Following the receipt of a Critical Incident report, ELSIS Management will ensure that the report is reviewed at the next management meeting and improvement items documented and filed for additional review.