CRITICAL INCIDENT POLICY

1. Purpose

Edinburgh International College Pty Ltd t/a Edinburgh International College (herein referred to as "EIC") has a duty of care to protect and provide the highest possible standard of health and safety for its students, staff and visitors. Edinburgh International College aims to be in a state of preparedness to deal with any critical incident which may arise during on-campus and off-campus activities through effective planning, management and rehearsal.

The purpose of this policy is to recognise the duty of care owed by the institute to all persons associated with EIC in accordance with the ESOS Act National Code 2018 Standard 6 (REF 6.8).

Edinburgh International College has implemented a documented policy and process for managing critical incidents that could affect the Vet student's ability to undertake or complete a course, such as incidents that may cause physical or psychological harm.

This policy includes contact information of the police, emergency services and any other organisations that may be able to assist in such a situation, for example, community/multi-cultural organisations or phone-counselling services.

2. Responsibility

The CEO will be responsible for the implementation of this policy and to ensure that staff and students are aware of its application and that staff implement its requirements if necessary.

EIC will maintain a written record of any critical incident and remedial action taken by the institute for at least two years after the overseas student ceases to be an accepted student to comply with standard 6.8 of the National Code 2018.

Institute will also assist staff and students to prevent or respond promptly, effectively and appropriately to any incident (within or outside Australia) which is likely to cause loss of life, injury, trauma, damage, or disruption.

EIC will ensure that:

- an effective approach is taken to respond to critical incidents as they occur
- support and counselling services are available to those who are affected by critical incidents
- Training and information resources are provided to staff in the handling of critical incidents

3. Definitions

A **Critical Incident**: is 'a traumatic event, or the threat of such (within or outside Australia), which causes physical or psychological harms including extreme stress, fear, or injury.

ESOS Act means the Education Services for Overseas Students Act 2000 and all associated legislation including the National Code of Practice for Providers of Education and Training to Overseas Students 2018 ("National Code").

PEO/CEO: Principal Executive Officer, also known as the Chief Executive Officer (CEO) – 03 9088 6578 / +61 0449 993 550

4. Requirements

4.1. This policy and procedures cover the:

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

4.2. Critical incidents include:

• accidents • Threats of harm, theft, sexual assault etc. • Chemical, radiation, or bio-hazard spillage. • collapse or major building damage • dangerous or threatening person • death, serious injury or any threat of these • disappearance or removal of staff or • student(s) • domestic violence, drug/alcohol abuse	• Fire, explosions, gas leak, weapons, bombs • incidents involving siege, hostage, • injury or death of a student, staff member or member of the public • medical emergencies • missing students • natural disasters such as earthquake, • floods or windstorms • outbreak of disease

4.3. Reporting to the Department of Home Affairs (DHA): The Educational Services for Overseas Students Act 2000 (ESOS Act) requires the institute to notify the Department of Home Affairs (DHA) as soon as practical after an incident occurs to an international student or which causes an absence affecting the student's attendance. In the case of a student's death or other absence affecting the student's attendance, the incident will need to be reported to the Department of Home Affairs via PRISMS.

4.4. Providing Assistance in case of serious injury or death: When a student dies or sustains serious injury, the institute 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 (in case of international students)

4.5. Following a critical incident, EIC's authorised staff will analyse the response process of the institute and implement improvements where indicated.

4.6. CEO will analyse the response to the critical incident to contribute to the continuous improvement of policy and procedures of the institute.

5. Procedures

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

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

Immediate Action- Inform the CEO of a Critical Incident or Call Emergency Services at 000

- Person witnessing a critical incident should contact the CEO and other senior members of staff (if the CEO is not available) immediately. Or
- If incident is serious, contact emergency services by calling 000.

If no staff is available around you and danger to life or safety occurs, all staff members are authorized to take appropriate action, including:

- Identify the nature of critical incidents and consequences.
- If consequences are life threatening or immediate danger to safety of yourself and other people, remove /evacuate yourself and others from the area of danger to a safe area.
- Contact emergency services by calling 000. When you call Triple Zero (000) it will prompt if you want Police, Fire or Ambulance --> Stay calm, do not shout, speak slowly and clearly, and tell emergency services exactly:
  - Location, time
  - Nature of critical Incident (e.g., threat, accident, death or injury)
  - Names of people involved
- After providing details of the emergency, contact PEO as soon as practicable. If this is not possible, then contact the senior most people available and brief them about the incident and its status along with
  - Location, time and nature of critical incident
  - Names, roles and contact information of people involved.

CEO will seek information about the incident and decide whether information about the incident should or should not be publicly available. The CEO will issue instructions to urgently deal with any emergency matter.

Remember

In case of Emergency Evacuation

- **Do not panic:** immediately prepare to leave the building by the nearest and safest exit.
- Assist any person with a disability to leave the building.
- Do not attempt to carry people downstairs.
- Walk quickly and calmly to the designated assembly area for your building or as advised by a Warden or Fire and Emergency Services personnel.
- Never use the lifts in case of fire if you are near a lift area or if you are in a building with multiple floors. Lifts may stop functioning during a fire. In such cases, taking the stairs is the best option.
- Remain at the assembly area (in groups) until instructed to leave by a Warden or Fire and Emergency Services personnel.
- Do not re-enter the building until informed that it is safe to do so by a Warden or Fire and Emergency Services personnel. Do not enter a building in an alarm.

5.1. On receipt of news or information regarding a critical incident, the CEO or senior person will do the following:

- Create for themselves a clear understanding of the known facts.
- If an emergency exists and emergency services are not contacted already, it is advisable to contact the relevant emergency services by calling 000 as soon as possible.
- Ensure safety of students and staff, including evacuation (if not done already).
- If translators are required, contact Translating and Interpreting Services by calling 13 14 50.
- Be present when emergencies arrive and liaise with emergency services.
- Deploy institute resources and supervise critical incident and emergency response.
- If counselling services are required, contact Lifeline on 13 11 14.
- If the critical incident is at an offshore location, contact the Department of Foreign Affairs and Trade (+61 2 6261 3305 or +61 2 6261 1111) for advice on the best way of assisting students.
- Plan an immediate response.
- Plan ongoing strategies.
- Allocate individual roles/responsibilities for ongoing tasks.

Follow up Action

5.2. Based on an evaluation of the critical incident the CEO or most senior person must, where appropriate, implement the following:

- Contact next of kin/significant others, contact the person mentioned as an emergency contact on the Application form.
- Inform staff and students at the institute.
- Prepare guidelines for staff about what information to give to students in line with the privacy policy.
- Prepare a written bulletin for staff and students if the matter is complex.
- Brief staff and delegate a staff member to deal with telephone/counter inquiries.
- Managing any media- PEO or Delegate will be responsible for handling calls and queries from media.
- When liaising with media, PEO/Delegate must keep privacy legislation in mind and must consult with emergency services prior to providing sensitive information to media, which might affect the functioning of the emergency services.
- Identify students and staff members who are most closely involved with the incident and ensure that they are offered support and counselling.
- Arrange a time and place for an initial group/individual debriefing session with the Counsellor/s.
- Arrange access to emergency funds if necessary.

5.3. Record the incident and the following key details to report, including:

- 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 the institute, including any opportunities for improvement.
- The organisations and people contacted by the institute.

5.4. Recording and Reporting Critical Incidents

After a critical incident has occurred, the CEO will ensure that within 24 hours, a critical incident report is produced and an entry is made in the **Critical Incident Register**. EIC will maintain a written record of any critical incident and remedial action taken by EIC at least two years after the overseas student ceases to be an accepted student.

5.5. Continuous Improvements Register

Following the incident, a senior management review will be undertaken, and recommendations should be provided for a continuous improvement register**,** if appropriate. EIC will put in place policies and procedures to ensure the incident is not repeated.

6. Emergency Contact Details

6.1. Edinburgh International College

In person
Critical incident officer: Deval Nirmal
Phone no: 03 9088 6578 / +61 0449 993 550

Address: Suite 2/61 Riggal Street, Broadmeadows. VIC 3047. Australia.
(Reception or relevant Management Member)
Office Hours: 10:00 a.m. - 5:30 p.m. (Monday to Friday)
By Phone: 03 9088 6578 / +61 0449 993 550
By Email: info@eic.edu.au/deval.nirmal@eic.edu.au

6.2. State Emergency Services

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

6.3. 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 www.dacas.org.au
- Gambling 1800 858 858 www.gamblinghelponline.org.au
- Counselling online www.counsellingonline.org.au/contact-us
- Gay & Lesbian 1800 184 527 https://qlife.org.au

➢ **Emergency and Support Services**

Police	000	https://www.police.vic.gov.au
Ambulance	000	https://www.ambulance.vic.gov.au
Fire	000	https://www.emergency.vic.gov.au/prepare/#fire/preparing-for-fires
National Security Hotline	1800 123 400	www.nationalsecurity.gov.au
State Emergency Service	132 500	https://www.ses.vic.gov.au
Telstra Call Tracing Service	13 22 00	https://www.telstra.com.au/contact-us
Poisons Information	13 11 26	https://www.betterhealth.vic.gov.au/health/serviceprofiles/victorian-poisons-information-centre-service
Gas Emergency	1800 427 532	https://www.australiangasnetworks.com.au/gas-explained/about-natural-gas/gas-leaks-and-emergencies
Electricity Emergencies	1800 000 922	https://esv.vic.gov.au/safety-education/emergencies/electrical-emergency
Community Bodies		
Australian Red Cross	1800 733 276	www.redcross.org.au
Salvation Army Counselling Services	13 SALVOS (13 72 58)	www.salvos.org.au
Mensline	1300 78 99 78	https://mensline.org.au

Enough is Enough (anti-violence counselling) & Road Trauma Network	1300 367 797	www.enoughisenough.org.au www.rtssv.org.au

7. Critical Incident Management Flowchart

Immediate Action	
Witnessing critical incident	Contact Emergency Services - Dial 000. Person witnessing critical incident should contact the CEO and other senior staff member (if CEO is not available) immediately.
Assess situation: focus on immediate safety of other students and staff	Assess the situation and if immediate danger exists: Remove yourself and others from the area to emergency gathering area (refer to evacuation plans in each area) Contact emergency services by calling 000, when you call Triple Zero (000) it will prompt if you want Police, Fire or Ambulance. Stay calm, do not shout, speak slowly and clearly and tell emergency services exactly where to come. Give an address or location. Contact CEO/senior staff and EIC's first aid officers.
PEO/Critical* incident *officer	• Create for themselves a clear understanding of the known facts • Call 000 if an emergency exists and emergency services are not contacted already. • Ensure safety of students and staff, including evacuation (if not done already). • Be present to liaise with emergency services. • Deploy resources and supervise critical indent. • Plan an immediate response. • Plan ongoing strategies. • Allocate individual roles/responsibilities for ongoing tasks. • Communicate with families, students, staff and other relevant people. • Undertake debriefing & identify counselling needs and arrange counselling.
Within 24-48 hours	PEO - Manage the media Prepare a written statement Plan ongoing action
	Based on an evaluation of the critical incident, the CEO or most senior person will, where appropriate, implement the following: • Contact with next of kin/significant others • Inform EIC's staff and students. • Prepare guidelines for staff about what information to give to students in line with the privacy policy. • Prepare a written bulletin for staff and students if the matter is complex. • Brief staff and delegate a staff member to deal with telephone/counter inquiries. • Managing any media -The CEO or Delegate will be responsible for handling calls and queries from the media. • When liaising with media PEO/Delegate must keep privacy legislation in mind and must consult with emergency services prior to providing sensitive information to media, which might affect function of the emergency services. • Identify students and staff members most closely involved with the

	incident and ensure that 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.
Within 7 days	CEO completes "Incident Report" form (Appendix 1) Record the incident and include the following key details in report: • 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 the institute, including any opportunities for improvement • The organisations and people contacted by the institute.
Within 7-14 Days (as deem appropriate)	Following the incident, a senior management review will be undertaken, and recommendations will be placed in the continuous improvement register if appropriate. EIC will put in place policies and procedures to ensure that the incident is not repeated.

Related documents

- Critical incident report form
- Sample Letter: Letter sent to parents
- Critical incident checklist

Appendix 1- Critical Incident Form

Part A

Details of Person completing the form	**Name**		
	Phone no:		
	Email address		
Date and Time of Incident			
Location of the incident			
Brief description of Incident	**Type of Incident:**		
	Description of Incident:		
Name and contact details for witnesses to the incident			

Was anyone injured	**No (Complete Part C)**		**Yes (Complete part B)**	

Part B		
Details of Injured Person	**Name**	
	Gender	□ **Male** □ **Female**
	Date of Birth	
	Contact details	
	Emergency contact details	
Description of Injury		
Treatment Required	□ No □ First Aid □ Doctor □ Hospital admission □ Other, please specify	

Part C		
Description of damage		
Were there any other services involved/attended? (If yes, attach a copy of the report)		
Person/s involved		
Name	**Contact Number**	**Address**

Recommended Actions Taken by Edinburgh International College		
Sign:	**Date:**	

Appendix 2: Sample Letter

Sample Letter

LETTER TO PARENTS

(Sample letter in the event of a tragedy)

Dear Parents,

The Institute has experienced (the sudden death/accidental injury) of one of our students. We are deeply saddened by the death/events.

(Brief details of the incident, and in the event of a death, perhaps some positive remembrances of the person lost). We have support structures in place to help your child cope with this tragedy. (Elaborate).

It is possible that your child will have some feelings that he/she may like to discuss with you.

You can help your child by taking time to listen and encouraging them to express their feelings.

If you would like to receive any advice or assistance, you may contact the following people at the Institute:

[PEO/CEO]
[Administration Manager]
[Student Support Officer]

Regards,
Deval Nirmal
Edinburgh International College
Address: Suite 2/61 Riggal Street, Broadmeadows. VIC 3047. Australia.
Telephone: 03 9088 6578 / +61 0449 993 550
Email ID: info@eic.edu.au/deval.nirmal@eic.edu.au

Appendix 3: Critical Incident Checklist

Critical incident checklist

Questions	Yes	No	Any comments
Staff and Students are aware of the process followed during Critical Incident policy.			
Team has been designated to provide support and guidance to students.			
Safety of students and others was confirmed.			
Incident reported to the Emergency services (By Dialing 000- Police, Fire, Ambulance)			
Incident reported to the CEO			
Incident reported to any other person Please specify:			
CEO is present to liaise with emergency services			
Critical incident has been supervised			
Immediate response planned by the CEO			
Families, students, staff and other relevant people have been communicated.			
Written bulletins have been prepared if the matter is complex.			
Students offered counselling and ongoing support.			
Staff members are given brief descriptions on how to deal with telephone/counter enquiries			
Arrangements have been made for Media management			
Privacy legislation has been kept in mind before speaking to the media.			
Consulted with emergency services before providing information to media.			
Written Critical incident record is maintained			
Recommendations have been placed in the continuous improvement register			
Written records of critical incidents and actions taken by EIC will be maintained for **at least two years** after the overseas vet student ceases to be an accepted student.			