



KEYSTONE COLLEGE
OF BUSINESS & TECHNOLOGY

CRITICAL INCIDENT POLICY AND PROCEDURE

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Purpose:

KCBT Critical Incident Policy supports 'Standard 6 – Student Support Services' of the National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007, which states: "The registered provider 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."

Scope

The policy applies to Staff, students, visitors, and suppliers who have been exposed to a critical incident – either on-campus or off-campus including staff on business-related travel interstate and overseas. Where an event occurs that is or may be considered a critical incident, this policy and procedure should be followed. Where an event occurs, that may escalate to a critical incident, this policy and procedure should be followed.

Policy

Staff at KCBT works towards establishing a safe environment and take appropriate action in response to incidents that affect, or have the potential to affect, the health, safety or wellbeing of staff, students, or other persons. The intent of this policy is to ensure that critical incidents are appropriately recorded and reported in a timely manner to ensure that any risks of recurrence are minimised as far as possible.

Staff Training

It is KCBT's policy that there is always at least one employee with a current First Aid Certificate on campus. A list of current first aiders is maintained at reception.

KCBT provides, as a minimum, annual:

- Staff training and/or awareness sessions on critical incident response and management, and;
- Whole campus participation in evacuation drills.

Definitions

What is a Critical Incident?

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

1. Involves a student, a staff member, or a member of the public; and
2. Occurs regardless of whether a staff member is present or witnesses the event and involves –
 - 2.1 Natural Disaster
 - 2.2 Drug and Alcohol abuse
 - 2.3 Domestic/ Racially-motivated violence/abuse
 - 2.4 Missing Students
 - 2.5 Student suicide attempt
 - 2.6 Student robbery/physical assault or other personal attack
 - 2.7 Acute illness (physical or mental)
 - 2.8 Death; or Risk of death;
 - 2.9 Abuse, neglect or exploitation; or Risk of abuse, neglect or exploitation;
 - 2.10 Serious harm or injury; or Serious risk of harm or injury;
 - 2.11 Chemical, radiation, or bio-hazard spillage
 - 2.12 Fire, explosion, bomb threat
 - 2.13 Other incidents, including for example:
 - 2.13.1 Alleged criminal activity;
 - 2.13.2 Inappropriate sexual behaviour by a student;
 - 2.13.3 Property damage resulting in closure of a service, such as destruction of premises by fire;
 - 2.13.4 Emergency situation, e.g. bomb threats, hostage situations, natural disaster;

Internal contact details in case of a critical incident

Name	Role	Contact Number	Email
Rohini Modgill	CEO	0415 872 050	Rohini@kcbt.edu.au
Marcus Aquilino	Director of Marketing	0431 747 994	marcus@kcbt.edu.au

Thameena Shah	Compliance Manager		Thameena@kcbt.edu.au
Shampa Nandi	Student Support Manager		Student.services@kcbt.edu.au

External contact details in case of a critical incident

- a. Police/Fire/Ambulance: 000 - Emergencies 131 444 non-emergencies
- b. Department of Home Affairs: 131 881 Monday to Friday 9a.m. - 5 p.m.
Closed all gazetted Australian public holidays

Procedure

1. If immediate action is required, then emergency services (police, ambulance, or fire brigade as appropriate) are contacted and advised of the situation. All personnel are cleared from any dangerous area. Contact is to be made with the family of any student involved.
2. If emergency services attend the incident:
 - a. They will be given authority to assume control of the critical incident upon arrival.
 - b. If a Designated KCBT Officer is in attendance, their role will be to act in the best interests of any student/staff member/visitor affected by the incident.
3. Under the Privacy Act 1988, individuals are entitled to the protection of their personal and private information. Where a critical incident raises the issue of confidentiality, KCBT is committed to maintaining this right to privacy in line with legal requirements. However, KCBT may exercise its discretion and disclose information as necessary to prevent or lessen a serious and imminent threat to the life or health of a student or of another person.
 - a. A copy of the insurance policy showing allowable claims.

Roles and Responsibilities

- a. The Designated Officer is any KCBT staff member who is either a witness to, or first to be informed about, an actual or potential critical incident. The Designated Officer is to assume responsibility for alerting the most senior member of KCBT staff available as soon as practicably possible.

- b. The designated officer must NOT place a person/persons at increased risk of harm by leaving a critical incident to inform a senior manager. This must not be done until safe to do so.
- c. There may be a period of time when the Designated Officer will need to assume temporary control of a critical incident site and assign duties to available persons (such as calling emergency services, alerting other staff, assisting with first aid etc). This period will depend upon the severity of the incident and the demands on the Designated Officer's time.
- d. Where an incident requires immediate response and decision-making to protect lives and/or safety, the Designated Officer MUST deal with these issues BEFORE dealing with any administration/notification of other KCBT Staff/Management relating to this policy.
- e. When all issues requiring immediate response have been resolved and it is safe to do so, the Designated Officer is to inform the most senior KCBT staff member available.

Interventions Measures

Immediate Response

- a. Gather background details of the incident if possible and appropriate. The Designated Officer assesses the risk to student, others and self and acts to make all safe from further harm.
- b. Where there is a risk of further harm to the person or persons, harm to the Designated Officer, or other life or property the assistance of emergency services must be requested immediately.
- c. Identify the full name and student identification number of the student/s involved in the critical incident, if possible.
- d. Arrange medical treatment as soon as possible, if necessary, and provide immediate appropriate personal support, and other assistance reasonably required.
- e. The Designated Officer is to make notes of key facts of the incident at the first available opportunity. This phase is completed when the person/s is safe from further harm, in receipt of necessary immediate support and services, and in a stable care environment.

Secondary Response

- a. The Designated Officer responding to the situation should discuss the critical incident with a member of the KCBT senior management team.
- b. The Senior Staff Member will then delegate tasks as required to other KCBT employees keeping a record of who is doing what and when. This will all be written on the Critical Incident Form as a record and retained for 2 years.
- c. Issues that will be considered at this stage, include:
 - Interested parties who may need to be notified or may be affected by the incident
 - Sensitivity to the student's wishes in terms of contact and notifying others must receive high priority where it does not conflict with statutory obligations placed on the Institute and staff.
 - If the Critical Incident involves international student/(s), KCBT may need to advise the appropriate Consulate/Embassy (as they often provide support such as travel for the family).
 - There may be a need to identify others who may be affected by the incident to provide reassurance and minimise distress.
 - Arranging access to counsellors and/or pastoral care for students and staff affected, as required.
 - Establishing an information point for students, family and others who have a legitimate interest in the matter.
 - There may be a need to issue a written statement to staff and students, within the guidelines of the Privacy Act.
 - Assessing whether emergency funds or other resources are required (this will usually be decided by the CEO / Director).
 - Agents: If applicable, the agent(s) involved with the student(s) involved in a critical incident should be contacted. Often parents/family will contact the agency directly. It is important to contact the family directly, but if going through an agent, be clear about details, what message to convey and how it is to be conveyed.

- Agents in the home country of the student(s) affected by the critical incident may need guidelines about what information to disclose.
- Legal Issues: After the emergency response, the Critical Incident Team is to assess whether legal assistance might be required and refer accordingly.
- Insurance: Where damage to the building or contents has occurred or where KCBT may be liable for personal or property damage, the relevant insurance bodies should be informed as soon as possible.
- Student Records: Student Records should be adjusted to reflect changes to a student's status, where applicable.

Post Incident measures

In the event of a student death:

- a. An appropriate person, who has had some relationship or contact with the student, is to compose a letter conveying condolences. The Student Support Manager **MUST** be consulted to assist in identifying someone who was familiar with the student.
- b. Adjust Student Information System details (refunding fees as entitled) and advise Accounts, Enrolment (cancellation of enrolment). Place notes in the student management system informing that no further information/ correspondence is to be sent to the student/Next of Kin without the approval of the CEO.
- c. Ensure that any personal effects are returned to the next of kin.

In all cases

- a. The senior management team will meet as soon as is practicable after the conclusion of the critical incident, to debrief about the incident.
- b. Where the incident relates to a student of KCBT, a copy of the final report will be placed on both the student file and in the Critical Incidents File.

- c. The final report will include all feedback from the Designated Officer and senior manager of the critical incident and include suggestions for improvements in the management of such situations for the future.
- d. A 'Critical Incident Report Form' is completed by the appropriate staff member involved in the incident or notification of the incident. Where appropriate the report is completed/verified by the Student Support Manager/Administration Manager / Compliance Manager / Director of Marketing and is given to the CEO.
- e. The 'Critical Incident Report' contains as much information as possible and indicates the people directly involved in the incident.
- f. The Educational Services for Overseas Students Act 2000 (ESOS Act) requires the CEO to notify Department of Employment, Education and Training and Department of Home Affairs (DoHA) as soon as practical after the incident and in the case of a student's death or other absence affecting the student's attendance, the incident is reported via the Provider Registration and International Student Management System (PRISMS).
- g. Amendments to the critical incident policy will occur as soon as is practicable after the event and will be the responsibility of the CEO.

Media Liaison

- a. All Media Liaison will be dealt with by the CEO.
- b. No staff member should answer any media enquiries about the Critical Incident personally.

Overseas/Interstate Travel

Staff undertaking travel for business related purposes must be given:

- a. Information on who to contact should they experience a critical incident whilst interstate or overseas.
- b. Contact numbers of KCBT's Travel Insurer

Useful Contact Information

Ambulance, Fire, Police:

- For emergencies call 000, or 112 on mobile or if out of range. For non-urgent matters call Police on 131 444

Free Support Services:

1. Lifeline Australia:

- Provides crisis support, suicide prevention and mental health support services across Australia. These can include stresses from work, family or society and physical and mental well-being. Lifeline offers support services by phone or through their online chat available on their website.

www.lifeline.org.au/Home

T: 13 11 44

2. Beyond Blue:

- Promotes good mental health, tackles stigma and discrimination, and provides support and information on anxiety, depression and suicide.

www.beyondblue.org.au

T: 1300 224 636

3. Samaritans:

- Provides support to people in need of emotional support, helping people dealing with feelings of sadness, depression, loneliness or despair to work through their emotional difficulties.

www.thesamaritans.org.au

24 hr crisis line T: 135 247

4. Q Life LBGTI Support:

- [www.qlife.org.au](http://www qlife.org.au)
- T: 1800 184 527

5. Sexual Assault Resource Centre:

- A free 24 hour-7 days a week emergency service specialising in counselling and medical services for men, women and children over 13 years who have suffered recent sexual assault or childhood sexual abuse.

www.kemh.health.wa.gov.au/services/sarc/

24hr crisis line T:1800 199 888 OR 6458 1828

6. Sexual Health Quarters Formerly known as the Family Planning Association of WA:

- SHQ offers confidential advice on sexual health matters, family planning, clinical services, education, contraception, pregnancy and sexually transmitted infections.

www.shq.org.au

T: 9227 6177

Interpreting Services

1. Translating & Interpreting Service (TIS)

- <https://www.tisnational.gov.au> T: 13 14 50

Help With Addiction

1. Counselling Online Free drug and alcohol counselling 24/7

- www.counsellingonline.org.au

- T: 9442 500

2. Gambling Help WA

- www.facebook.com/gamblinghelpwa

- T: 1800 858 858