

# College - Critical Incident Management Procedure



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<b>Approved by</b>	Stanley College Audit and Risk Committee
<b>Authorised Officer</b>	Registrar
<b>Supporting documents, procedures and forms of this procedure</b>	Critical Incident Management Policy Facilities Plan Student Support Framework Student Support Policy and Procedure Critical Incident Report Form 199 Critical Incident Recovery Plan
<b>Related Legislation and Codes of Practice</b>	<a href="#">Code of Practice on Occupational Safety and Health in the Western Australian Public Sector 2007</a> <a href="#">Education Services for Overseas Students (ESOS) Act 2000</a> <a href="#">Higher Education Standards Framework 2015, Part A: Standard 2.3 (Wellbeing and Safety)</a> <a href="#">National Code 2018, Part B: Standard 6</a> <a href="#">Occupational Safety and Health Act 1984</a> <a href="#">Occupational Safety and Health Regulations 1996</a> <a href="#">Tertiary Education Quality and Standards Agency (TEQSA) Act 2011</a>
<b>Audience</b>	Public

## 1. PURPOSE

1.1 This procedure outlines Stanley College's processes for managing critical incidents involving students or members of the College community in the event of a critical incident.

## 2. SCOPE

2.1 This procedure applies to all staff, campuses and the Critical Incident Team of Stanley College.

## 3. DEFINITION

<b>Area</b>	For the purpose of this Policy, Area refers to the specific location on campus that requires closure after an incident.
<b>Campus</b>	The buildings, general facilities, grounds - that is, the physical environment of Stanley College.
<b>Critical Incident</b>	<p>Any traumatic event or threat of an event within or outside Australia, which causes or has the potential to cause physical or psychological harm, including extreme stress, fear or injury but not necessarily causing death to members of the College community. Critical incidents may include events such as:</p> <ul style="list-style-type: none"><li>• Violent behaviour, assaults, bomb scares;</li><li>• Serious accidents, explosions, fire; or</li><li>• Deaths.</li></ul> <p><b>Note:</b> <i>Non-life threatening events could still qualify as critical incidents.</i></p>
<b>DoHA</b>	The Department of Home Affairs, which includes responsibility for immigration matters.
<b>Emergency</b>	An incident that becomes more serious and requires coordination to address the wider implications. An emergency usually involves intervention by Emergency Services.
<b>ESOS Act</b>	The Education Services for Overseas Students Act 2000 of the Commonwealth of Australia.
<b>PRISMS</b>	Provider Registration and International Students Management System: the Australian Government database that provides Australian education providers with Confirmation of Enrolment facilities required for compliance with the ESOS legislation.

## 4. PROCEDURE

### Reporting a Critical Incident

- 4.1 The first Stanley College staff member to witness or be first informed about an incident shall assess the situation and any risk to safety.
- 4.2 Where the incident is determined to be a Critical Incident and there is risk of further harm to the student or any Stanley College staff member or other life or property, the assistance of emergency services must be requested immediately. The President shall also be contacted immediately. A *Critical Incident Report Form 199* is to be completed by the appropriate staff member involved in the incident or notification of the incident.

### Initial Response

- 4.3 Medical treatment shall be arranged as soon as possible, and if necessary, appropriate personal support, or other assistance, as reasonably required, shall be immediately provided.
- 4.4 The President will liaise with Emergency Services and ensure access for Emergency Services obtain the names of persons involved in the incident.
- 4.5 The President shall assemble the Critical Incident Team and discuss the issue with them, as required.
- 4.6 The President leads the Critical Incident Team and is responsible for determining the appropriate course of action for each type of critical incident. In severe or extreme cases, the President will consult the Executive Management Team and may call an immediate meeting with the Executive Management Team to determine the appropriate course of action.
- 4.7 The Stanley College staff member who first witnessed the event and the President shall make notes of the key facts of the incident at the earliest opportunity.

### Coordination of a Critical Incident

- 4.8 The President shall discuss with the Critical Incident Team and develop a *Critical Incident Recovery Plan* (CIRP) specific to the incident. The CIRP shall include objectives, actions, responsibilities and timelines. This will include any specific actions such as extra security, transportation arrangements, and campus or area closures.
- 4.9 The President shall contact the person(s) listed as the emergency contact(s) of the affected staff or student(s). The President shall organise a certified interpreter/translator if required. (Caution: using any staff/students to translate may lead to inaccurate or culturally insensitive information being conveyed.)
- 4.10 If there is any media at the scene, or any likelihood of media arriving at the scene, the Registrar shall promptly inform the President who shall liaise with the media.
- 4.11 In any event, the Marketing Manager working with the President, shall determine, and obtain advice if necessary, regarding whether a media statement or press release shall be issued.
- 4.12 The Human Resource Manager shall speak with the President regarding whether there are any legal issues regarding the Critical Incident on which further advice or action needs to be taken.

- 4.13 The Registrar shall arrange access to counsellors and/or pastoral care for affected students and staff, as required.
- 4.14 The President shall inform the Finance Manager to look into whether any insurance bodies shall be informed if there has been any damage to property or where Stanley College may be liable for personal or property damage. The Finance Manager shall take appropriate steps to manage this process.
- 4.15 The President shall prepare a full and comprehensive report of the incident and the response and actions taken. A confidential copy shall be placed in the Registrar's file and another copy provided to the President for record keeping.
- 4.16 The President shall continue implementation of the CIRP and make amendments as necessary, until the CIRP is fully implemented.
- 4.17 The President shall report back to the Critical Incident Team regularly on progress of the CIRP.

#### **Follow-up Actions at the Conclusion of a Critical Incident**

- 4.18 The President shall review the incident, identify implications for future responses and discuss with the Critical Incident Team any suggested amendments to this policy and its procedures, if necessary, to prevent or reduce the likelihood of a recurrence of the incident or any shortcomings in the response. If agreed, the President shall ensure that the necessary amendments are made.
- 4.19 The Registrar shall provide to the President for record keeping the CIRP, written confirmation of its implementation, the remedial actions taken, the recommended amendments and confirmation of the amendments being implemented. These records will be kept by Stanley College for a period no shorter than two years after the student/s involved are no longer a student of Stanley College and/or seven years after a staff member ceases to be employed by Stanley College.
- 4.20 The Human Resource Manager will implement an ongoing plan of support to ensure follow up concerning the well-being of staff involved in the incident and the Registrar - for students. This support may be extended to provide accommodations or adjustments to student or staff workload to provide for recovery from injury and or shock.
- 4.21 The *ESOS Act* requires Stanley College to notify 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 will need to be reported via PRISMS. This will be actioned by the Registrar.