

Critical Incident Policy & Procedures

In the event of a critical incident, CIBT recognizes that appropriate infrastructure must be in place to ensure the provision of all necessary support services. This document outlines CIBT policy, support mechanisms and procedures for managing a critical incident. This policy will ensure that CIBT has:

- An effective approach in responding to critical incidents as they occur;
- Appropriate support and counseling services available to those affected;
- Appropriate training and information resources provided to staff.

Under Standard 6 of the National Code 2018, Overseas Student Support Services, Registered Providers must support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of the course.

The intention of Standard 6 is to ensure that appropriate support services are available to international students to ease the transition into life and study in Australia and allow access to appropriate assistance for the student as needed. In addition, Registered Providers must support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory academic progress.

Under Standard 6.8 & 6.9 of National Code, the registered provider must have a documented critical incident policy together with procedures that covers 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.

1. Principles

CIBT recognizes the duty of care owed to its students and that planning for the management of a critical incident is essential.

2. Definition

A critical incident is defined by the National Code as *'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'*.

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; and
- Issues such as domestic violence, sexual assault, drug or alcohol abuse.

Non-life threatening events could still qualify as critical incidents.

3. Critical Incident Team / Coordinating Group

When a critical incident occurs, the CIBT PEO/RTO Manager will call a meeting with Academic Manager, Admin manager, Co-ordinators and trainer to form a Critical Incident Coordinating Group.

The Critical Incident Coordinating Group is responsible for

- assessing risks and response actions
- liaison with emergency and other services
- contact with students' relatives and other appropriate contacts
- Liaison with other external bodies, such as home stays, careers or foreign embassies, and
- Counseling and managing students and staff not directly involved in the incident.

4. Action Plan

The Critical Incident Coordinating Group will set in motion a critical incident action plan to manage various aspects arising from the incident, including communication strategies. This will include

- creating and disseminating a plan and its procedures
- a review of the plan, and
- Staff development and training.

5. Media Management

A media management process will be included in the management plan to ensure the most positive and supportive response from the media.

6. Reporting and recording of incident and action taken

The Educational Services for Overseas Students Act 2018 (ESOS Act) requires the CIBT to notify DET and DHA 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 the Provider Registration and International Student Management System (PRISMS). All aspects of the incident and its management will be recorded on the student files.

7. Follow-up and evaluation

CIBT staff will be made aware of the critical incident policy and procedures and be given appropriate training to ensure the duty of care for international students is uppermost in their minds.

A review and evaluation of the response to the critical incident will be conducted and the procedures reviewed by the Critical Incident Team/Critical Incident Coordinating Group and/or other stakeholders.

8. Resources

Changes to the policy and procedures, including updating resources, will be made as soon as practicable following the review and evaluation.

Critical Incident Procedures

The CIBT Critical Incident procedures detailed below include:

- Reporting and recording
- Flow chart and detailed action plan sample
- Evaluation and review checklist
- Staff training
- Resources and local links

Any action taken in regard to a critical incident will be recorded to include outcomes or evidence if the incident is referred to another person or agency.

When an international student dies or other critical events involving students occur, CIBT of necessity, will take on many of the tasks which would normally be dealt with by the family of the victim were the incident to have occurred in the student's home country. CIBT has in place efficient, sensitive and supportive strategies for dealing with a critical incident and provides support to members of staff, students and others in the community who are involved.

REPORTING

The Educational Services for Overseas Students Act 2018 (ESOS Act) requires CIBT to notify DET and DHA 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 the Provider Registration and International Student Management System (PRISMS).

When an international student dies or sustains serious injury, CIBT 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 addition the following need to be notified

- Home stay or accommodation provider
- Information Technology Services

On-campus Incidents

If the incident is on campus, the first action will be to contact the emergency services - fire, ambulance or police – as would be the case with other OH&S matters. The PEO/RTO MANAGER must also be contacted immediately when the incident involves death, serious injury or a threat to life or property.

Off-campus Incidents

If the critical incident involves a student or staff member and is off-campus, the person receiving the information must immediately contact the PEO/RTO MANAGER who will communicate other staff as appropriate.

Key Details to be reported

Key details to report include the time, location and nature of the incident (e.g. threat, accident, death or injury), names and roles of persons involved (e.g. staff, international or domestic student).

The staff member receiving the news contacts the PEO/RTO MANAGER, Head of the Critical Incident Team

The PEO/RTO Manager urgently deals with an emergency situation then calls a meeting with the staff involved to make decisions as to how to proceed. The staff most likely to be present will be:

- PEO/RTO Manager
- Academic Manager
- RTO Manager
- Admin Manager
- Other key stakeholders may be called depending upon the situation

The Coordinating Team/Group

At the initial meeting, the task of the group is to:

- Create for themselves a clear understanding of the known facts.
- Plan an immediate response.
- Plan ongoing strategies.
- Allocate individual roles/responsibilities for ongoing tasks.

Immediate response

Issues to be considered:

1. Contact with next of kin/significant others - what is the most appropriate manner of contact?

2. Arrangements for informing staff and students.
3. Guidelines to staff about what information to give students.
4. A written bulletin to staff if the matter is complex.
5. Briefing staff and delegating a staff member to deal with telephone/counter inquiries.
6. Managing media/publicity
7. Identification of those students and staff members most closely involved and therefore most at risk.
 - Those directly involved
 - Personal friends/family of those involved
 - Others who have experienced a similar past trauma
 - Other students, staff, supervisors etc.
8. Arrange a time and place for an initial group/individual debriefing session with Counselor/s.

In this session, an opportunity is given to share the impact of the event, discuss various interpretations of the event in cultural/ethnic terms, the resulting sense of vulnerability, the experience of painful emotions and the normalisation of reactions.

9. Organise a tasks timetable for the next hour/s, day/s etc.
10. Plan ongoing feedback and regular meetings so that the coordinating team is continually in touch and working together.
11. Confirm access to emergency funds if necessary.

NOTE *One member of the team should scribe for all meetings to keep records of content and decisions.*

Ongoing and follow up response

These issues may need to be discussed at subsequent meetings.

- ✓ WHO is the DECISION MAKER?
- ✓ WHO will FOLLOW UP?
- ✓ Availability of mobile phones
- ✓ Notification of and liaison with Sponsor/Agent if applicable
- ✓ Arrangements for visits to/from Family
- ✓ Liaison with Police, Doctors, Hospital Staff
- ✓ Hiring Independent Interpreters
- ✓ Death Notices
- ✓ Funeral/Memorial Service Arrangements
- ✓ Refund of student's fees to pay repatriation or associated expenses

- ✓ Copy of Death Certificate
- ✓ Consideration of personal items and affairs (household and academic)
- ✓ Insurance Matters, OHSC Coverage, Ambulance Cover
- ✓ Formal Stress Management interventions required for students and/or staff (release from classes, leave, rescheduled assessment or exams)
- ✓ Liaison with Academic Staff
- ✓ Arrangements for further debriefing sessions for groups/individuals as required
- ✓ Liaison with Department of Immigration and Citizenship if studies will be interrupted
- ✓ Fees issue to be resolved if student cannot continue with their studies
- ✓ Legal Issues: helping students get access to legal assistance if required.
- ✓ Arrangements for further debriefing sessions for groups/individuals as required
- ✓ Follow up condolence or other letters to Family
- ✓ Financial Assistance for families of affected person(s) if residing in Australia
- ✓ Organising students/staff for hospital visits

STUDENT FILE ESSENTIALS

In addition to the CIBT databases, employ and use a file note system, keeping hard copies of student details in the Enrolments files

It will enable you and others to monitor student issues.

Include the following information for **Emergency Contact**

- Coloured Photograph
- Copy of Passport, including number, photo page, and visa page
- Student's address and telephone number
- Student's religion
- Emergency contact telephone, with next of kin details, agent or sponsor (if applicable)
- Any other identification details - student ID, course details, medical conditions, allergy information etc.

CRITICAL INCIDENT FLOWCHART

Immediate Action

1. Staff member(s) (witness to incident or first contacted)... Gather factual information and Contact Emergency Services - Dial 000



<p>Note:</p> <p><i>Assess situation: focus on immediate safety of other students and staff</i></p>	<p>Staff member(s) (witness to incident or first contacted)...</p> <p>2. Ensure safety & welfare of staff and students</p> <p>3. Contact 000:</p> <p>Student Service Officer/Receptionist</p>
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NB: Once police or fire brigade arrive at the school they will determine if other resources such as State Emergency Services (SES) are required to assist.
Critical Incident Coordinating Group member to liase with emergency services



<p>Note:</p> <p><i>Contact team leader within the hour</i></p> <p><i>Debrief and counselling info as soon as practicable</i></p>	<p>5. Staff: Contact Critical Incident Coordinator</p> <p>(PEO/RTO MANAGER)</p> <p>6. Staff: Give facts of the situation</p> <p>7. Staff: Receive advice from Critical Incident Coordinator on debriefing & counseling</p> <p>7a. PEO/RTO MANAGER</p> <p>Manage incoming inquiries (and outgoing information via web, phone...)</p>
<p>Note:</p> <p><i>Within 24 hours</i></p>	<p>Critical Incident Coordinator - Manage the media Prepare a written statement</p>



<p>Note:</p>	<p>8. Reception: Inform colleagues</p>
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Within 48 hours... Receive briefing from critical incident team	
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Note:	ACADEMIC MANAGER
Within 48 hours	Contact parents or families/friends of affected persons



Note:	11. PEO/RTO MANAGER
Within 7 days	Complete "Incident Report" form

ADDITIONAL ACTION (When appropriate)

Director: Convene brief meeting of the Critical Incident Coordinating Group with School Executive to:	
• discuss intervention plan	• obtain executive support



Contact Local Support Personnel		
Support Personnel	Name	Telephone
Counsellors	Trauma Counselling Services	
Nursing and emergency staff	Hospital	



Director:	
Convene full staff meeting of teaching and administrative staff to:	
• present information	• discuss action plan
• allow staff response	• decide on how students will be informed or given additional information



Student Services: **Set up a recovery room in the school:**

- | | | |
|--|--|---|
| <ul style="list-style-type: none">• provide fluids | <ul style="list-style-type: none">• comfortable chairs | <ul style="list-style-type: none">• support personnel |
|--|--|---|



ACADEMIC MANAGER : **Inform students of:**

- | | |
|---|--|
| <ul style="list-style-type: none">• facts of the incident | <ul style="list-style-type: none">• school actions |
| <ul style="list-style-type: none">• counseling services | <ul style="list-style-type: none">• allow student discussion or response |



Identify "at risk" students and staff

Be aware of others who have experienced trauma

List of students involved



ACADEMIC MANAGER : **Contact parents or families of "at risk" students and staff**



ACADEMIC MANAGER ... **Arrange debriefing for "at risk" students and staff**

Organise for referrals to professional counsellors if required



Admin Manager ... **Inform all parents via CIBT website**

- | | |
|--|--|
| <ul style="list-style-type: none">• The facts of the critical incident | <ul style="list-style-type: none">• the school's response plans |
| <ul style="list-style-type: none">• possible reaction of students | <ul style="list-style-type: none">• sources of help for families |
| <ul style="list-style-type: none">• encourage two-way communication between parents and the school | |



Critical Incident Coordinating Group: **Restore the school to regular routine as soon as practicable**

- All staff can help here



Critical Incident Coordinating Group: **Obtain updated factual information**

- continue to inform staff, students and parents



Critical Incident Coordinating Group: **Continue to monitor well-being of students and staff**

All staff to report new information to Critical Incident Coordinating Group

Staff may use rapport with students to counsel or refer on to professional body... Critical Incident Coordinating Group to be informed of all referrals

Recovery time for staff involved

Checklist for Staff Managing Critical Incidents

The PEO/RTO MANAGER will seek information about the incident and will request that the information is not immediately made public.

The PEO/RTO MANAGER or nominee will urgently deal with an emergency matter then call a meeting with the following staff or their nominees as a Critical Incident Team:

- PEO/RTO Manager
- Academic Manager
- Student Service
- Other key stakeholders may be called depending upon the situation

A Case Manager and Case Management Team will be appointed to manage CIBT response.

Response Checklist

As soon as possible, the PEO/RTO MANAGER will liaise with relevant staff to prepare a communication plan and nominate a spokesperson.

Communication

- response and ongoing strategies including individual roles and responsibilities
- liaison with police, doctors, hospital staff and other relevant professionals
- legal assistance if required
- follow-up letters to family
- incident report for the CIBT records

Support for family, friends and staff

- next of kin (parents/guardian) to be contacted and support provided to family and friends
- arrangements made for visits from family and friends, e.g. accommodation, travel, crisis support and referral to appropriate services

CRITICAL INCIDENT RECOVERY TIMELINE

In order to successfully manage a critical incident, CIBT will always take appropriate action and provide support during and after a critical incident.

The recovery timeline following a critical incident will vary depending on the circumstances

Immediately (and within 24 hours)

- Gather the facts;
- Ensure safety and welfare of staff and students
- Where possible notify the time and place of the debriefing to all relevant persons;
- Manage the media;
- Set up a recovery room;
- Keep staff, students and parents informed.

Within 48-72 hours

- Arrange counseling as needed;
- Provide opportunities for staff and students to talk about the incident;
- Provide support to staff and helpers;
- Debrief all relevant persons;
- Restore normal functioning as soon as possible;
- Keep parents informed.

Within the first month

- Arrange a memorial service, if appropriate;
- Encourage parents to participate in meeting to discuss students' welfare;
- Identify behavioural changes and the possibility of post traumatic stress disorder and refer to Health Contacts for Mental Health Services;
- Monitor progress of hospitalised staff or students;
- Monitor mental and physical health of all helpers.

In the Longer Term

- Monitor staff and students for signs of delayed stress and the onset of post traumatic stress --disorder - refer for specialised treatment;
- Provide support if needed;

In the Long Term

- Plan for and be sensitive to anniversaries, inquests and legal proceedings
- Access specialist support if needed.

EMERGENCY NUMBERS AND CONTACT DETAILS

POLICE 000

AMBULANCE 000

FIRE 000

1. DIAL 000 AND REQUEST THE SERVICE YOU NEED

2. REMEMBER TO REMAIN AS CALM AS YOU CAN

3. SPEAK CLEARLY AND GIVE THE DETAILS AS REQUESTED

The following details are for additional emergency services

AIDSLINE

1800 133 392

ABORTION & GRIEF COUNSELLING

Telephone

1300 363 550

CENTRE AGAINST SEXUAL ASSAULT

1800 806 292

CRISIS PREGNANCY

Telephone

1800 650 840

DOMESTIC VIOLENCE 24X7

Telephone

1800 811

FAMILY DRUG SUPPORT

Telephone

1300 368 186

GAMBLERS ANONYMOUS

Telephone

1800 002 210

POISONS INFORMATION CENTRE

Telephone
131 126

INTERPRETING SERVICES

Telephone
131 450

SUICIDE HELPLINE

1300 651 251

QUIT LINE

Smoking
Telephone
131 848