

## Critical Incident Policy and Procedure

### Organisation Definition:

Cairns Beauty Academy Pty Ltd trades as International College of Queensland.

### Regulations and standards

National Code of Practice (2018) Standards 5 & 6

## Introduction

In the event of a critical incident, the International College of Queensland recognises that appropriate infrastructure must be in place beforehand to ensure the provision of all necessary support services.

This document outlines International College of Queensland policy, support mechanisms and procedures for managing a critical incident. This policy will ensure that the International College of Queensland has:

- an effective approach in responding to critical incidents as they occur;
- appropriate support and counselling services available to those affected; and
- appropriate training and information resources provided to faculty and staff.

## Purpose

Standard 6 of the National Code (2018) requires registered training providers to have a documented critical incident procedure that specifies 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. Standard 5 are the requirements relating to younger students (under 18).

The procedure recognises that in most cases international students do not have close family available to care and provide support to them in Australia. It is imperative that the College responds in a practical and timely way with any critical incident involving an international student so that:

- Timely and regular information is relayed to families abroad
- Ongoing support is provided to a student in need, and
- Comprehensive records are maintained.

## Scope

To articulate the College's practices that will apply to onshore international students in compliance with the ESOS legislation. The critical incidents covered in this procedure may occur at the partner provider teaching locations, after hours and offshore e.g. natural disasters.

## Definition

A critical incident is defined by the National Code 2018 under Standard 6 as *a traumatic event, or the threat of such [within or outside Australia], which causes extreme stress, fear or injury.*

Critical incidents may include, but are not limited to:

- serious injury, illness, or death of a student or faculty member or staff member;
- students or faculty members or staff members lost or injured during fieldwork experiences;
- a missing student;
- severe verbal or psychological aggression;
- physical assault;
- student or faculty members or staff members witnessing a serious accident or incidence of violence;
- natural disaster e.g. epidemic, earthquake, flood, windstorm, hailstorm, or extremes of temperature;
- traumatic incident within an international student's home country, such as a political coup, religious persecution, natural disaster;
- fire, bomb threat, explosion, gas or chemical hazard; or
- social issues e.g. sexual assault, drug use, alcohol abuse, internet abuse.

## Critical Incident Team

1. International College of Queensland has a Critical Incident Team to assist the Director in the prevention and management of critical incidents, offshore or onshore, at International College of Queensland, or off campus in the case of an overseas student for whom International College of Queensland has undertaken care responsibilities, or other students, staff and faculty involved in International College of Queensland-related activities.
2. The Director (or delegated nominee) is the critical incident team leader.
3. The critical incident team also includes:
  - 3.1. the Director;
  - 3.2. the International Student Advisor;
  - 3.3. a representative of the occupational health and safety committee and
4. The responsibilities of the team include:
  - 4.1. risk assessment of hazards and situations which may require emergency action;
  - 4.2. analysis of requirements to address these hazards; establishment of liaison with all relevant emergency services e.g. police, fire brigade, ambulance, community emergency services, hospital, poisons information centre, community health services;
  - 4.3. 24-hour access to contact details for all students and their families [for overseas students this includes agents, consular staff, embassies, interpreter services];
  - 4.4. 24-hour access to contact details for all relevant faculty or staff members needed in the event of a critical incident e.g. Director, critical incident team leader
  - 4.5. development of a critical incident plan for each critical incident identified;
  - 4.6. assisting with the implementation of critical incident plans;

- 4.7. dissemination of planned procedures (including the provision of a brief summary of the Critical Incident Policy in plain English and highlighting the critical incident contact person for distribution to all students, and especially international students);
- 4.8. organisation of practice drills;
- 4.9. coordination of appropriate faculty and staff development; and
- 4.10. regular review of critical incident plans (including an annual review of contact numbers to ensure currency).

## Critical Incident Procedure

International College of Queensland critical incident plans assign responsibilities among relevant staff members and cover all the actions to be taken and timelines for doing so.

### 1. Immediate Response [within 24 hours]

- 1.1. Identification of the nature of the critical incident;
- 1.2. notification of the critical incident team leader;
- 1.3. implementation of the appropriate critical incident plan;
- 1.4. contact emergency services [under no circumstances are students/faculty/staff to be transported in private vehicles]<sup>1</sup>;
- 1.5. if applicable secure or evacuate the area;
- 1.6. ensure safety and welfare of students, faculty and staff;
- 1.7. liaison with emergency services, hospital and medical services;
- 1.8. liaison with appropriate government agencies (e.g Dep. of Health);
- 1.9. managing media and publicity;
- 1.10. contact and inform parents and family members;
- 1.11. identify students and faculty and staff members most closely involved and at risk;
- 1.12. assess the need for support and counselling for those, directly and indirectly, involved; and
- 1.13. in the case of involvement of international student(s) liaise with the Department of Immigration and appropriate embassy.

### 2. Secondary Response [48–72 hours]

- 2.1. assess the need for support and counselling for those, directly and indirectly, involved [ongoing];
- 2.2. provide students, faculty and staff and wider International College of Queensland community, with factual information as appropriate;
- 2.3. arrange to debrief for all students, faculty and staff most closely involved and at risk;
- 2.4. restore International College of Queensland to regular routine, program delivery, and community life as soon as practicable;
- 2.5. completion of critical incident report; and

2.6. Confirm availability of emergency accommodation in need for overseas relatives of the international student(s).

### 3. Ongoing Follow-up Response

- 3.1. identification of any other persons who may be affected by the critical incident and provide access to support services for community members;
- 3.2. provision of accurate information to students, faculty and staff;
- 3.3. arrangement of a memorial service and/or special chapel service as appropriate;
- 3.4. maintain contact with any injured and affected parties to provide support and to monitor progress;
- 3.5. monitor students, faculty and staff for signs of delayed stress and the onset of posttraumatic stress disorder; providing specialised treatment as necessary;
- 3.6. evaluation of critical incident management;
- 3.7. plan for and be sensitive to anniversaries;
- 3.8. manage any possible longer-term disturbances e.g. inquests, legal proceedings;
- 3.9. notify relevant teams within the College which may need to follow-up student records and
- 3.10. attend to personal effects of the affected student(s) in the case of prolonged severe illness or death.

## Media Releases

International College of Queensland recognises that each critical incident is unique, and the dynamics of each situation will need to be assessed when it occurs. To protect the privacy of individuals and to ensure the provision of accurate information, the International College of Queensland has developed an agreed approach to media management.

1. The Director handles all media releases
  - 1.1 the Director gathers information checks all facts, and determines the official International College of Queensland response;
  - 1.2 the Director ensures training/advice is provided for all faculty and staff to respond to telephone or occasional enquiries following a critical incident;
2. The Director may delegate media liaison to another member of faculty or staff
  - 2.1 the critical incident team leader is the delegated person to manage access of the media to the scene, and to students, campus, staff and relatives
3. Where a media release is judged appropriate an email copy of the release will be provided to all students, campus, staff members no later than the time of release to the media.

## Evaluation and Review of Management Plan

1. After each critical incident, a meeting of the critical incident team will be held to evaluate the critical incident report and the effectiveness of the management plan and to make modifications as required.

2. The evaluation process will incorporate feedback gathered from all students, campus, staff and local community representatives
3. An evaluation report will be made available to the Director, and Senior Management and the wider International College of Queensland community (if appropriate).

## Policy Base

- [Education Services for Overseas Students Act 2000.](#)
- [National Code for Providers of Education and Training for Overseas Students 2018](#)

## Associated Documents

- Equal Opportunity and Valuing Diversity Policy
- Discriminatory and Sexual Harassment Complaint Procedure.
- [Australian Privacy Principles](#)

## Forms/Record Keeping

Critical Incident Report Form

Records of the Critical Incident is part of the Critical Incident Plan's record keeping system.

Registered providers must maintain a written record of any critical incident and remedial action taken by the registered provider for at least two years after the overseas student/s cease/s to be an *accepted student* under the ESOS Act

Version Control	Date	Reason for Change	Author
V1 0418	04/2018	Initial Document	Ann Donnarumma
V2 0319	03/2019	Updated to reflect National Code	Robyn Pinel
V3 0821	08/2021	Review of Policy – updates for clarity. Reflect current position titles.	Robyn Pinel