



Sydney College of Professional Education Pty Ltd  
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## Critical Incident Policy & Procedure

### Purpose of the policy

To outline the necessary steps taken to ensure that the appropriate procedures are followed in the event of a critical incident including the required follow up to the incident and recording of the incident and action taken. This policy and related procedures have been developed to assist Sydney College of Professional Education Pty Ltd (SCPE) staff and students in responding appropriately to incidents that may cause trauma to an individual and/or affect the campus. It establishes basic procedures and reporting systems to cover prevention, immediate responses and follow-up actions to deal with the immediate consequences and the longer-term implications of a critical incident.

In accordance with the requirements of **National Code 2018**, the policy includes specific processes for dealing with critical incidents affecting international students. When an international student is involved the institute, college management will also undertake caring role normally taken by the student's family. We believe in the importance of efficient, sensitive and supportive strategies while dealing with critical incident occurrences. The policy and procedure are designed to minimise confusion, conflicts, and preventing student harm.

### CRITICAL INCIDENT REMEDIAL AND RECORDING

SCPE Staff involved in critical incidents directly or indirectly will maintain a written record of any critical incident and remedial action taken by the registered provider for at least **two years (2)** after the overseas student ceases to be an accepted student.

#### 1.0 Policy

**Standard 6** continues to focus on student support services. SCPE gives international students information about support services to assist international students in adjusting to study and life in Australia. In particular, providing information about services international students can access for information on their employment rights and conditions and how to resolve workplace issues, such as through the Fair Work Ombudsman.

Staff is to inform students of the following weblink:

**<https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/international-students>**

This must be done through the **orientation program**, and the international student will be given information or

a referral if they seek assistance from SCPE.

SCPE also offers reasonable support at no additional cost to international students to assist them to achieve expected learning outcomes, regardless of the international student's mode of study.

SCPE has a documented policy and procedure to manage critical incidents that impact on an international student undertaking or completing a course. This includes incidents that may cause physical or psychological harm.

SCPE will take all reasonable steps to provide a safe environment on campus and advise international students and staff on actions they can take to enhance personal security and safety. The registered provider must also give general information to international students about safety and awareness of life in Australia, and how to seek assistance for and report an incident that impacts their wellbeing.

This procedure ensures that all critical incident must be documented and reported. Furthermore, the action plan for corrective actions is to be documented with preventative approaches to avoid future occurrences.

This document outlines the SCPE policy, support mechanisms and procedures for managing a critical incident. The policy ensures SCPE has:

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

## 2.0 Definitions

Designated person is any College staff member who either witnesses or is informed about an actual or potential incident. The designated person should immediately inform the most senior member of staff available of the incident. In the meantime, however, the designated person may need to assume temporary control of a critical incident site including, for example, calling emergency services, alerting other staff, assisting with first aid, crowd control etc.

A Critical incident is defined as 'a traumatic event, or the threat of such (within or outside Australia which causes extreme stress, fear or injury.' (Definition from National Code 2018).

A Critical Incident is a traumatic or tragic event or situation, or the threat of such (within or outside Australia) affecting an RTO student or staff member that causes extreme stress, fear or injury and emotional distress within the Academy community. Critical incidents are not limited to but could include:

Death (including the death of a dependent residing in Australia in the case of an international student)

- Serious illness causing declining health of a student or staff member over time
- Serious injury preventing or severely affecting a student's ability to continue with a course
- Severe verbal or psychological aggression
- Natural disaster
- Domestic violence, sexual assault, drug or alcohol abuse.
- Non-life-threatening events could still qualify as critical incidents.

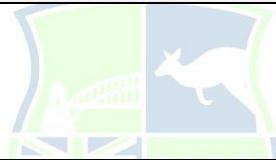
Such Critical Incidents are not limited to but may include:

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- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Road accident
- Jail following a crime in Australia or abroad
- Natural disaster
- Issues such as domestic violence, sexual assault, drug, or alcohol abuse

Examples of critical incidents that may occur to an International Student are:

- **Death** (Including death of a dependent residing in Australia)
- Accidents, Suicide, result of an injury or terminal illness, or Murder
- On Campus accident resulting in injury
- Abrupt onset of **Mental disorder** (e.g., depression attack, bipolar attack, panic attack) or a severe **physical illness**
- Floods, fire and natural disasters affecting the student
- Aggressive episode involving a student or the staff member at the institute
- **Serious Illness** which causes the deterioration of the student/staff member's health over time.
- **Serious Injury** which prevents or severely affects the student's ability to continue with or complete the course.



### 3.0 REPORTING GUIDILINES

Police must be notified in any case of sudden unexpected death (call 000, fire, police, ambulance)

*Police actions include:*

- Reporting such death to the Coroner
- Notifying next of kin
- Obtaining official identification of the deceased (this must be done by someone who has known the deceased for some time)
- Conducting investigations on behalf of the Coroner, e.g., interviewing witnesses and others who may have been involved, collecting clothing and other items for use in evidence, delivering specimens for analysis. The Educational Services for Overseas Students (ESOS) Act 2000 requires the institute to notify the Department of Education and the Department of home affairs (DHA) as soon as practical after a critical incident involving an international student. Also, 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).

#### On-campus Incidents

If the incident is on the institute campus, the first action will be to contact the emergency services - fire, ambulance, or police (**by Calling "000"**) – as would be the case with other work health & safety matters. The CEO/Student Support 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 takes place outside the institute premises, the institute staff receiving the information must immediately contact the CEO and Student Support Staff who will communicate with the other staff as appropriate. **Emergency 24-hour** contact number for **SCPE**.

Key Details to be Reported to the **CEO, Bipin Velera**

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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).

Non - life threatening events could still qualify as critical incidents, however, a serious illness or injury to a broader staff community happening outside the campus may not be considered a critical incident.

3.1 The management or nominee calls an immediate meeting with the following staff to make decisions as to how to proceed:


- CEO
- Student support officers
- Trainers and assessors

This group becomes the *Critical Incident Team*. One member of the team should scribe for all meetings to keep a record of all content and decisions made.

3.2 At the initial meeting of the Critical Incident Team the tasks are to:

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

3.3 Issues to be considered include:

- 
- Notifying next of kin/significant others.
  - What is the most appropriate manner of contact?
  - Arrangements for informing staff and students
  - Guidelines to staff about what information to give to students
  - Issuing a written bulletin to staff if the matter is complex
  - Briefing the student support officer/other staff (if an international student is involved) and other staff; delegating a staff member to deal with inquiries
  - Liaising with necessary emergency services/hospital/medical
  - Managing media/publicity
  - Identifying those students and staff most closely involved and therefore most at risk

3.4 These people are likely to be:

- those directly involved
- personal friends/family of those involved
- others who have experienced a similar past trauma
- other students and staff.

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### Critical Incident Team is to:

Arrange a time and place for an initial group/individual debriefing session with counsellor/s. This session provides an opportunity to share the impact of the event, discuss various interpretations of the event in cultural/ethnic terms, the sense of vulnerability, the experience of painful emotions and the normalisation of reactions.

### 4.0 PROCEDURE

Procedure for *the immediate remedial Response (within 24 hours)* when a critical incident has been identified whether occurring on or off the campus:

	Action	Details	Responsibility
4.1	<b>Immediate response (within 24 hours)</b>	<p>a) Designated person to assess situation and consider any risks to their own safety before taking any action.</p> <p>b) Where the designated person considers that a critical incident is occurring or is likely, they are to alert the most senior staff member available.</p> <p>c) Designated person to take over temporary control of incident (where there is no threat to that person's safety).</p> <p>d) Designated person or other staff member to contact emergency services (Dial 000) ensuring that all details known about the incident are provided. Time, location and nature of the incident, e.g., threat, accident, death or injury. Key details to be reported include:</p> <ol style="list-style-type: none"> <li>1) Names and positions of person/s involved, e.g., staff, international or domestic student</li> <li>2) Current location of the student/staff member</li> <li>3) Whether emergency services have been called</li> <li>4) Whether an interpreter is required</li> </ol> <p>a) After emergency contact, notify critical incident team (<b>CEO, Bipin Velera; Phone: 0452389499</b>) 24-hour phone number</p> <p>b) Ensure safety of staff and students through steps evacuation procedures if required and providing first aid or medical assistance.</p> <p>c) Ensure agencies, support organisations and other individuals are involved in responding to the incident including liaison with police, doctors, hospital staff, embassies or</p>	<p>Designated person/Critical Incident Team/Relevant staff members.</p> <p><b>CONTACT 1</b> <b>CEO</b> CEO: Bipin Velera Phone: 0452389499</p> <p><b>CONTACT 2</b> Anju Varma Phone: 0432 914 910</p> <p>After contacting the emergency services, the staff member witnessing the incident or receiving the news immediately contacts the</p>

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	Action	Details	Responsibility
		<p>consulates and other relevant professionals.</p> <p>d) Contact and inform parents and family members of those involved in incident.</p> <p>e) Manage media and publicity by providing an officially agreed response and by ensuring that all staff are informed of the appropriate response to the media.</p> <p>f) Assess the need for support and counseling those directly and indirectly involved.</p> <p>g) Review legal issues including advising family of process/access to assistance as appropriate.</p> <p>h) Keep appropriate and adequate records.</p> <p>i) The above details should be documented for further reference. The management will seek additional information about the incident and will request that details are not immediately made public, if appropriate. The management will communicate with other staff as appropriate, including the student admin officers (if an international student is involved) and the Campus Manager.</p> <p>j)</p>	
4.2	<p><b>Secondary response (48 – 72 hours)</b></p>	<p>Organise tasks, timelines and individual responsibilities for the next hours/days, etc. See the list below for Additional Actions to be undertaken after <b>48 – 72 hours</b> of the critical incident taking place:</p> <p>Plan ongoing feedback and regular meetings so the <b>Critical Incident Team</b> is in constant touch and working together.</p> <p>a) If the case of a student’s death, notify the CEO and relevant teaching staff so records are stopped</p> <p>b) Confirm access to Academy emergency funds if necessary.</p> <p>c) If the incident involves death or serious injury to an international student, assist the student’s family as needed. Ensure that support and counseling is provided as identified under immediate response.</p> <p><b>Assistance may include:</b></p> <p>d) liaising with appropriate staff and others who may help hiring interpreters</p> <p>e) making arrangements for visits from family and friends, e.g., arranging accommodation, travel, crisis support</p>	<p>Designated person/Critical Incident Team/Relevant staff members.</p> <p><b>CONTACT 1</b>  <b>CEO</b>  CEO: Bipin Velera  Phone: 0452389499</p> <p><b>CONTACT 2</b>  Anju Varma  Phone: 0432 914 910</p>

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	Action	Details	Responsibility
		<p>and referral to appropriate services</p> <ul style="list-style-type: none"> <li>f) making arrangements for hospital/funeral/memorial service/repatriation – obtaining a death certificate</li> <li>g) assisting with personal items and affairs including insurance issues – assisting with visa issues</li> <li>h) notifying the student’s Homestay or accommodation provider.</li> </ul> <ul style="list-style-type: none"> <li>i) Assess any further needs for support and counseling.</li> <li>j) Provide staff and students with factual information about the critical incident including organising a debriefing for all students and staff closely involved with the incident.</li> <li>k) Restore SCPE operations to regular routine, program delivery, and community life as soon as possible.</li> <li>l) Complete critical incident report including detailed actions that need to be undertaken.</li> </ul>	
4.3	<b>Ongoing follow up response</b>	<ul style="list-style-type: none"> <li>a) Identify any other persons who have been affected by the critical incident and provide access to support services as required.</li> <li>b) Provide any further information to staff and students as required.</li> <li>c) Provide appropriate support in the event of a serious injury or death such as hiring interpreters, making arrangements for hospital/funeral/memorial service/repatriation, obtaining a death certificate, assisting with issues such as insurance and visa issues.</li> <li>d) Monitor the progress of all those affected by the critical incident especially staff and students for signs of delayed stress and the onset of post-traumatic stress disorder.</li> <li>e) Manage long term consequences such as insurance, inquests and legal proceedings.               <ul style="list-style-type: none"> <li>a) Who is the decision maker?</li> <li>b) Who will follow up?</li> <li>c) Availability of mobile phones</li> <li>d) Notification of and liaison with sponsor/agent if applicable</li> </ul> </li> </ul>	<p>Designated person/Critical Incident Team/Relevant staff members</p> <p><b>CONTACT 1</b> <b>CEO</b> CEO: Bipin Velera Phone: 0452389499</p> <p><b>CONTACT 2</b> Anju Varma Phone: 0432 914 910</p>

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	Action	Details	Responsibility
		<ul style="list-style-type: none"> <li>e) Liaison with police, doctors, hospital etc.</li> <li>f) Hiring independent interpreters</li> <li>g) Death notices</li> <li>h) Funeral/memorial service requirements</li> <li>i) Refunds of tuition fees to pay repatriation or associated expenses</li> <li>j) Copy of death certificate</li> <li>k) Consideration of personal items and affairs (including household and academic)</li> <li>l) Insurance matters (including OHSC cover, ambulance cover)</li> <li>m) Formal stress management interventions required for students and/or staff (release from classes, leave, rescheduled assessments or exams)</li> <li>n) Liaising with academic staff or supervisors</li> <li>o) Arrangements for further support/counselling sessions for groups/individuals as necessary</li> <li>p) Liaising with DHA regarding visa issues if studies are interrupted</li> <li>q) Fee issues if applicable</li> <li>r) Legal issues if applicable, e.g., access to legal aid services, right to sue</li> <li>s) Condolence letters to family</li> <li>t) Financial assistance for victim's family if residing in Australia</li> <li>u) Roster of staff/students for hospital visits</li> <li>v) Restore normal functioning of Academic Follow-up – Monitoring, Support, Evaluation • Assess need for ongoing support for affected students/staff</li> <li>w) Maintain contact with any injured/affected individuals</li> <li>x) Critical Incident Team to evaluate effectiveness of critical incident management plan, with feedback from staff/students and relevant community personnel.</li> </ul>	



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	Action	Details	Responsibility
		y) Be aware of any possible longer-term issues, e.g., inquests, legal proceedings Policy	

### Reporting procedure

The critical incident policy works together with other policies and procedures (e.g., student support related policies, deferment, suspension, and cancellation policy) serving the students by taking necessary actions during any incidents and record keeping of the incidents and action/s.

The RTO management will identify and report all critical incidents. Critical incident may be the incidents that occurred outside of Australia affecting a learner, for example, a natural disaster in the student's region or village. Incidents could affect students' family, and the learner returns to their home country immediately.



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## 5.0. CONTACTS

### Specialist Services – Contact Details

The following services may need to be contacted in the case of a critical incident:

#### *Emergency Services*

- Police, Fire and Ambulance: Phone: 000
- Police Headquarters (24 hr): Phone 131 444
- Lifeline (24-hour crisis counseling line) 131 114
- Poisons Information Centre: 131126
- Health Department: 134 325 84
- 24 hours College Contact Number

### Emergency Contacts

#### CONTACT 1

##### CEO

CEO: Bipin Velera  
Phone: 0452389499

#### CONTACT 2

Anju Varma  
Phone: 0432 914 910



### Contacts for Staff and students involved in Critical incidents.

Fire, ambulance, and police emergency Phone 000

Translating and Interpreting Service Phone 131 450

Lifeline 24-hour Counselling, Advice and Referral Services

Phone 131 114

- Child Protection Helpline - 132 111 (24 hours/7 days)
- Health direct Australia - 1800 022 222
- Kids Helpline - 1800 55 1800
- Lifeline - 13 11 14
- National Sexual Assault, Domestic Family Violence Counselling Service - 1800 737 732 (1800RESPECT)
- Surgery Access Line - 1800 053 456
- Victims Access Line - 1800 633 063

### Medical Centre

Located in: Entrada Shopping Centre

Address: Entrada Building, Shop 2, 20 Victoria Rd, Parramatta NSW 2150

Phone: (02) 9762 1041

Appointments: parramedicalcentre.com.au

**Parramatta Dental Clinic**

Level 3/159-175 Church St · In Westfield Parramatta · (02) 8677 0155

Parramatta Clinical Psychology Services

Suite 2, Level 2 (inside Marsden Chambers, 144 Marsden St · 0490 105 116

**Parramatta Community Services Centre**

31-39 Macquarie St

Phone: (02) 9354 1888

**Legal Aid Sydney**

NSW Federal government office

323 Castlereagh St (02) 9219 5000 Pharmacy Soul Pattinson Chemist Richmond Address: 217 Windsor St, Richmond NSW 2753 Phone: (02) 4578 1459

**Gerard Malouf & Partners (Solicitors)**

Personal injury attorney in Parramatta, New South Wales

Address: 25/29 Grose St, North Parramatta NSW 2151

Phone: 1800 004 878

Appointments: gerardmaloufpartners.com.au

**Visa Related Services**

Pace Migration

Address: level 15 suite 1502/97-99 Bathurst St, Sydney NSW 2000

Phone: (02) 9267 8008

Appointments: pacemigration.com.au

**Physiotherapy Professionals Parramatta**

Address: 12 Ada St, Harris Park NSW 2150

Health and safety: Appointment required

Phone: 0479 080 800

Appointments: physioparramatta.com.au

**External Counselling/Personal**

- Support Lifeline: 13 11 14 or [www.lifeline.org.au](http://www.lifeline.org.au)
- Relationships Australia - 1300 364 277 <http://www.relationships.org.au>
- MensLine Australia – (For men of any age) 1300 78 99 78
- Kids Helpline (For young people aged 5-25) – 1800 551 800

The management notifies the department of home affairs (DHA) of a change of the students' visa status in accordance with section 19 of the ESOS Act within 14 days after the event specified below occurs:

Any Deferment, suspension, or cancellation of an accepted student's studies (whether as a result of action by the student or the provider or otherwise) before the student's course is completed.

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Where a Critical Incident is identified the following procedures must occur:

- As part of the reporting process the CEO and Student Support Staff shall confirm that the incident falls under the definition provided above of a 'Critical Incident.'
- When a staff member feels, a critical incident has occurred, they are required to contact emergency services where required and contact the CEO/Student Support officer immediately.



## 6.0 ACTIONS

A 'Critical Incident Report' (Appendix) is to be completed by the appropriate staff member involved in the incident or notification of the incident. Where appropriate the report will be completed/verified by the Student Support Staff and given to the CEO/CEO.

The 'Critical Incident Report' is to contain as much information as possible indicating the people directly involved in the incident.

The Educational Services for Overseas Students Act 2000 (ESOS Act) requires SCPE to notify the appropriate government agency(s) 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).

### Consultation of the Action Plan

The CEO will assess the Critical Incident and implement a plan of action to follow up the Critical Incident. Where required, a meeting with appropriate staff/students will be organised. This meeting will determine issues and responsibilities relating to:

- Assessing risks and response actions
- Liaising with emergency and other services
- Contact with students' relatives and other appropriate contacts
- Liaising with other external bodies, such as home stays, carers or foreign embassies, and
- Counselling and managing students and staff not directly involved in the incident.
- Media Management (Where required)

Where appropriate, SCPE may be required to provide support to the family in the form of:

- Hiring interpreters
- Arranging for hospital/funeral/memorial service/repatriation
- Obtaining a death certificate
- Assisting with personal items and affairs including insurance issues
- Assisting with Visa issues

### Follow up, Review & Evaluation of Critical Incident

Where a critical incident has occurred and all immediate action and reporting requirements have been fulfilled, SCPE will conduct a follow up and the review of the specific critical incident. This follow up and review will involve those staff members initially involved in the incident and action plan meeting and will ensure:

- Any required follow up such as de-briefing, counselling and prevention strategies have been completed.
- All staff and students involved in the incident have been informed of all outcomes from the incident
- A recommendation as to the response to the critical incident is documented and included in the continuous improvement documentation of the institute.
- Any further follow up that is required is documented and responsibilities allocated to appropriate staff.
- An evaluation report will be made available to College staff and students and other interested parties as relevant.

### Record keeping requirements of a Critical Incident

All records of a critical incident will be maintained by SCPE for **2 years** and it is the responsibility of the CEO to ensure that all paperwork, remedial actions, and follow up action is completed.

### Stress Management

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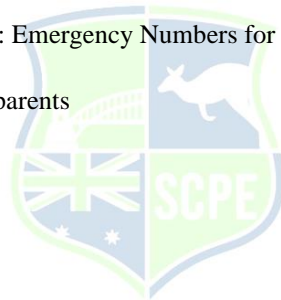
The student Support Staff is responsible for implementing and delivering stress management strategies, including the following stages:

- Debriefing as soon as possible after the event on an individual or group basis
- Further debriefing one or more days after the incident
- Follow up 2 to 3 weeks later, individual or group basis.
- Ongoing counselling as required.
- Recovery time for staff involved and the Critical Incident Team members

**See Appendix A** for the *Critical Incident Form*

Information on the following topics can be given to staff or students by SCPE upon an email request via [scpe.ceo@outlook.com](mailto:scpe.ceo@outlook.com)

- Managing the Media
- Specialised Skills and Knowledge Needed Within the Critical Incident Team
- A Critical Incident in a Cross-cultural setting: Preparing Yourself and Others
- Police Involvement
- Funeral Information
- The Grieving Process
- Things to Remember Appendix 8: Emergency Numbers for Critical Incident Policy and Procedures
- Critical Incident Report Form
- Incident notification letter to the parents



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**Organisations and people contacted and informed of the incident**




**Follow up actions and improvements**



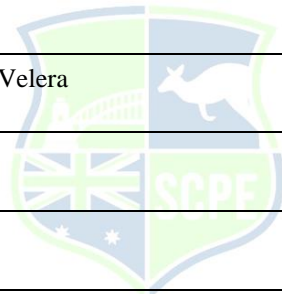

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**Emergency services involved**


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<b>Emergency services reference number (if applicable)</b>

<b>CEO Name</b>	Bipin Velera
<b>CEO signature</b>	
<b>Date</b>	
<b>Retention</b>	<i>Critical Incidents are to be maintained for 2 Years after the cessation of student's enrolment with SCPE</i>



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