

Institution	Universal English
Policy Name	Critical Incident Policy and Procedure

1. Scope

This policy relates to critical incidents directly involving members of UE, visitors or contractors which impact not only on the individual but also on other members of the UEcommunity, and possibly the wider community.

2. Purpose

- 2.1 This policy and its procedure offer guidance and effective processes for the response to and management of critical incidents at Universal English (UE). This ensures UE fulfills its duty of care by providing appropriate health and safety support to those affected and taking necessary actions to prevent the incident from recurring.
- 2.2 This policy does not provide instructions for handling emergency situations but focuses on the institutional management of critical incidents.

3. Regulatory Alignment

This Policy is created and implemented to comply with the regulatory requirements informed in the:

- Education Services for Overseas Students Act 2000
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018): Standard 6 Overseas Student Support Services
- ELICOS National Standards 2018: Standard P5 ELICOS Educational Resources; Standard P7 ELICOS Premises

4. Policy

4.1 A critical incident is any extraordinary and unpredicted traumatic event affecting students or staff that requires the implementation of special arrangements involving one or more areas of the institute. Critical incidents include but are not limited to:

- a. Any fatality, serious injury or “near miss” likely to affect seriously staff,
- b. students or visitors;
- c. Serious traffic accidents;
- d. Acts of violence by or towards students, staff and/or their family members or visitors;
- e. Threats of violence by or towards students, staff and/or their family members or visitors;
- f. Physical or sexual assault;
- g. Serious injury;
- h. Fire, explosion, bomb threat;

- i. Chemical, radiation or bio-hazard spillage;
 - j. Hold-up or attempted robbery;
 - k. Major theft or vandalism;
 - l. Infection or threatened infection of serious communicable diseases, including HIV infection or pandemic symptoms;
 - m. Incidents involving pain or abuse of children;
 - n. Incidents in which sights, sounds, or smells are distressing;
 - o. Storms/natural disasters;
 - p. Acute illness (physical or mental).
- 4.2 UE is committed to:
- a. Meeting its duty of care obligations by providing the highest possible standard of health and safety for staff, students, visitors, and others working at or visiting the Institute;
 - b. Responding swiftly and effectively in the event of a critical incident;
 - c. Implementing an integrated approach to managing risks associated with critical incidents; and
 - d. Adhering to relevant legislation and standards to:
 - a) Avoid or minimize health and safety risks to individuals arising from critical incidents; and
 - b) Reduce physical and psychological trauma.
- 4.3 UE ensures to establish and maintain the processes of responding to a critical incident during and immediately after the event, as well as for managing the long-term consequences of such an incident.
- 4.4 UE ensures that in the critical incident management process, there are clear and transparent roles and responsibilities of key staff in:
- a. Managing, coordinating, and communicating information about a critical incident; and
 - b. Overseeing the recovery and conducting a post-incident review of the critical incident and its management.

5. Procedure

- 5.1 The Educational Services for Overseas Students Act 2018 (ESOS Act) requires the college to notify DoHA as soon as practicable 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).
- 5.2 When a student dies or sustains serious injury, UE may be required to assist the student's family. For international students this may include:
- a. Hiring interpreters
 - b. Making arrangements for hospital/funeral/memorial service/repatriation
 - c. Obtaining a death certificate

- d. Assisting with personal items and affairs including insurance issues
 - e. Assisting with visa issues
- 5.3 Where danger to life or safety occurs all members of staff are authorised to take the most appropriate action and as soon as practicable contact a senior member of staff and brief them of the incident and status.
- 5.4 Any UE staff member receiving news or information regarding a critical incident (and after any immediate action that must be taken – e.g. contact emergency services) must contact the Managing Director or in his absence another senior management member as soon as practicable. If this is not possible then the most senior person available must be contacted and informed.
- 5.5 Once notified and clearly briefed the Managing Director or most senior member of staff available should assume responsibility for the incident:
- 5.6 On receipt of news or information regarding a critical incident the Managing Director or senior person must:
- a. Create for themselves a clear understanding of the known facts;
 - b. If an emergency exists (and not already done so) contact the relevant emergency services by phoning 000;
 - c. If translators are required contact Translating and Interpreting Service by phoning 131 450;
 - d. If counselling services are required contact Lifeline on 131 114;
 - e. Plan an immediate response;
 - f. Plan ongoing strategies; and
 - g. Allocate individual roles/responsibilities for ongoing tasks.
- 5.7 The Managing Director or senior management member will, as soon as practical, convene a Critical Incident Response Team (CIRT) meeting to coordinate the response and allocate responsibility and actions.
- 5.8 The role of the CIRT is to effectively manage critical incidents with clear actions and procedures that are humane, sensitive, and responsive to the needs of students, staff and the broader UE community.
- 5.9 Intervention procedures may reduce the intense reactions of students and staff to an incident and assist them in returning to their normal studies and/or duties.
- 5.10 The operations of the CIRT involve activities prior to, during and after periods impacted upon by the critical incident, and include:
- a. Preparing/informing students and staff on actions to be taken in the event of a critical incident
 - b. Demobilisation
 - c. Defusing
 - d. Debriefing
 - e. Personal support
 - f. Media management

- 5.11 The CIRT meeting should only be called once the immediate crisis or incident has been managed and no delay should be tolerated by calling such a meeting first. In this case the actions should be taken and reported to the CIRT meeting once it is convened.
- 5.12 Based on an evaluation of the critical incident the CIRT Meeting or Managing Director or most senior person must implement the following (dependent upon the incident):
- a. Contact with next of kin/significant others
 - b. Informing College staff and students.
 - c. Prepare a guideline to staff about what information to give students.
 - d. Prepare a written bulletin to staff and students if the matter is complex.
 - e. Briefing staff and delegating a staff member to deal with telephone/counter inquiries.
 - f. Managing media/publicity
 - g. Identify students and staff members most closely involved with the incident and ensure they are offered support and counselling
 - h. Arrange a time and place for an initial group/individual debriefing session with Counsellor/s
 - i. Arrange access to emergency funds if necessary.
 - j. Record the incident and the following key details to report include
 - k. The time of the incident
 - l. The location and nature of the incident
 - m. The names and roles of persons directly involved in the critical incident
 - n. The action taken by UE including any opportunities for improvement
 - o. The organisations and people contacted by the College
- 5.13 There is an emergency number that is available 24 hours per day. This number is exclusive to this purpose. The phone will be either held by the Managing Director or it will be diverted to a responsible person within UE.
- 5.14 At the completion of that person's shift, the phone will either be diverted to a new person in charge or revert to the Managing Director. By delegating this number the Managing Director is also giving the person permission to act on behalf of UE, with the provision that when events permit the Managing Director is immediately informed or the issue is escalated as appropriate.
- 5.15 The emergency telephone number is 0411 746 555. This emergency number shall be published in Student Handbook, UE's website and in the Orientation Program materials.
- 5.16 Following a critical incident a CIRT meeting should be convened to analyse UE's response and processes and implement improvements where indicated. The recommendations should be placed in the continuous improvement register if appropriate for action to avoid a repeat of the incident or behaviour during the incident.
- 5.17 CIRT role in preparing students/staff for a possible critical incident includes:
- a. Informing students and staff of the role and activities of the CIRT
 - b. Assisting/advising on the development of positive working relationships and morale

across the college

- c. Establishing contacts with and/or developing suitably trained internal or external debriefers.
- d. Assessing the college environment for the potential for critical incidents.
- e. In consultation with students and staff, developing agreed procedures for responding to critical incidents.
- f. Medical emergencies involving a student
- g. Critical illness of a student
- h. Student death
- i. Traumatic events that affect students
- j. Ensuring that students/staff are familiar with these procedures

5.18 CIRT role in Demobilisation include:

- a. Critical incidents may trigger a wide range of physical and psychological symptoms, including increased heart rate, high blood pressure and anxiety. Demobilisation is a way of calming students and staff following a critical incident and ensuring that their immediate needs are met. A member of the CIRT, who was not involved in the incident, or affected by it, carries out the demobilisation.
- b. A demobilisation takes place before the end of a shift or before those involved in the incident disperse. Strategies include:
 - a) Convene a meeting for those involved as soon as possible.
 - b) Summarise the incident and clarify uncertainties.
 - c) Invite questions and discuss issues of concern.
 - d) Show care and support.
 - e) Draw up a plan of action, taking into account the needs of the students/staff.
 - f) Make short-term arrangements for study/work responsibilities.
 - g) Offer information on defusing and debriefing.

5.19 CIRT role in Defusing include:

- a. Defusing is conducted by a trained person and is designed to bring the experience of the incident to a conclusion and provide immediate personal support. The aim is to stabilise the responses of students/staff involved in the incident and allow an opportunity for them to express any immediate concerns. This step should take place within 12 hours of the incident.
- b. Strategies include:
 - a) Review the event.
 - b) Clarify student/staff questions and concerns.
 - c) Encourage student/staff to talk about what happened.
 - d) Identify current needs.
 - e) Offer student/staff advice, information and handouts on referrals and support

agencies.

- f) Arrange debriefing and follow-up sessions to provide additional information about the event when available.

5.20 CRT role in Debriefing include:

- a. Debriefing is usually carried out within three to seven days of the critical incident, when students and staff have had enough time to take in the experience. Debriefing is not counselling. It is a structured voluntary discussion aimed at putting an abnormal event into perspective. It offers students/staff clarity about the critical incident they have experienced and assists them to establish a process for recovery.
- b. Debriefers help the students/staff to explore and understand a range of issues, including:
 - a) The sequence of events
 - b) The causes and consequences
 - c) Each person's experience
 - d) Any memories triggered by the incident
 - e) Normal psychological reactions to critical incidents
 - f) Methods to manage emotional responses resulting from a critical incident

5.21 CIRT role in personal support include:

- a. An immediate and primary role of the CIRT is to determine how the college can support the individual student(s) and their families involved in the incident.
- b. The Managing Director manages all agreed communications and support mechanisms with affected students and their families.
- c. The CIRT through the student services officer arranges for particular students most closely related to the student(s) involved in the incident to receive personal support.

5.22 CIRT role in Media management include:

- a. All media enquiries, press releases and college website postings related to the critical incident are managed by the CIRT.
- b. The Managing Director or Academic Manager will be the only people approved by the CIRT to deal with communications with the media.
- c. The CIRT has a responsibility to impress upon students and staff that there may be pressure on students/ staff to provide photos to the media. Out of respect for the students/staff and their families and to protect the integrity of the college, no photos other than those approved by the CIRT should be released to the media.

5.23 CIRT role in the corporate review include:

- a. A corporate review is held a few weeks after the incident. The CIRT reviews all aspects of the incident to uncover deficiencies in the handling of the incident, and provide corrective solutions.
- b. The review looks at how the incident was handled, how it could have been handled better and the effectiveness of the intervention strategies, related policies, safety

regulations, safe work procedures are also reviewed.

5.24 CIRT role in Reports and Records management Include:

- a. The Academic Manager responsible for administration across the college who is a member of the CIRT has the responsibility for ensuring that
- b. Minutes and agendas of ongoing CIRT meetings are maintained
- c. A file is raised each time the CIRT is convened to deal with a specific critical incident.
- d. This file (electronic and/or hardcopy) includes but is not limited to records of;
 - a) The incident
 - b) The nature of the incident
 - c) The people involved in the incident
 - d) How the college became aware of the incident
 - e) Student support measures;
 - f) Communications with external bodies (Police/emergency services/DET/DHAOSO),
 - g) media outlets and particularly members of student families;
 - h) Reports from demobilisation, defusing and debriefing sessions;
 - i) Action plans;
 - j) Corporate review report and
 - k) Subsequent amendments to college policies and procedures.

Version History

It is the joint responsibility of the Implementation Officer and Responsible Officer to ensure compliance with this policy.

Responsible Officer	Managing Director		
Implementation Officers	Head of Corporate Services, Academic Manager		
Review Date	19 July 2024		
Approved by			
Managing Director			
Associated Documents			
Health and Safety Policy and Procedure Student Support Services Policy and Procedure			
Version	Brief Description of the changes	Date Approved	Effective Date
3.0	<ul style="list-style-type: none"> • Reformatted the documents to have distinct sections for purpose, scope, policy, and procedure 	19 July 2024	19 July 2024

	<ul style="list-style-type: none">• Added policy principles• Changed the title of CEO to Managing Director• Added alternative channels to the emergency phone number for incident reporting• Added a Version History Table		
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