

Critical Incident Policy & Procedures

Policy Owner	College Director
Contact Officer:	Compliance Manager
Policy Number:	QHRPO003
Approved by:	Senior Management Group (17/05/18); Learning and Teaching Committee (19/04/2018); Academic Council (04/05/2018)
Date Approved:	11 July 2007
Last Reviewed:	17 December 2019
Related Policies:	Bullying Harassment and Discrimination Policy Code of Practice Complaints and Appeals Policy Navitas Crisis Management Program Policy Navitas Policy on Delegation of Authority and Authority Limits Navitas Work Travel Policy OHS Guidelines Occupational Health and Safety Policy Privacy Policy Risk Management Policy Student Wellbeing, Counselling and Support Policy Underage Students (Minors) Policy
Related Documents	Critical Incident Register Critical Incident Report Form ECC Governance Navitas Crisis Management Framework Navitas Emergency Preparedness and Response Procedure Navitas Regional Critical Incident Management Plan (Australasia) TICKIT Incident Report Safety Induction Checklist

1. Overview

- 1.1. Providers of education to overseas students are required by legislation to have documented critical incident policy and procedures, which outline the action to be taken in the event of critical incident. This includes the initial response, follow-up, reporting, review and improvement.
- 1.2. The purpose of the *Critical Incident Policy and Procedures* is to identify the personnel, structures and procedures for managing a critical incident.
- 1.3. ECC complies with the requirements of ESOS Act, ESOS Regulations and National Code with respect to ensuring the safety and wellbeing of ECC students.

2. Organisational Scope

- 2.1. This policy applies to all ECC staff, students and visitors exposed to a Critical Incident – either on-campus or off-campus including staff on business related travel interstate or overseas.

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- 2.2. Where ECC staff or students witness an event that may be considered a Critical Incident, this policy and procedures should be followed.
- 2.3. Where staff are aware of an event which may either indicate or escalate to a Critical Incident, this policy and procedures should be followed.
- 2.4. Where the incident occurs on an Edith Cowan University campus, management of the incident may be assumed, co-managed or supported by ECU.

3. Definitions

- 3.1. **Critical Incident:** is any sudden or progressive development (event) which requires immediate attention and decisive action to prevent/minimise any negative impact on the health and welfare of one or more individuals. Critical incidents may include (but are not limited to) events such as:
 - Death/suicide;
 - Serious accident or injury;
 - Deprivation of liberty, threats of violence, assault, rape/sexual assault, aggravated burglary, biological or chemical weapons;
 - Fire, bomb, explosion, gas/chemical hazards, discharge of firearms;
 - Threat of widespread infection or contamination;
 - Civil unrest
 - Severe Occupational Safety & Health (OSH) risk;
 - Serious damage to essential facilities;
 - Disruption to operations of ECC;
 - Information which has the potential to negatively affect the reputation of ECC or Navitas or ECU in the media and/or wider community.
- 3.2. **Designated Officer:** any ECC staff member who is either a witness to, or first to be informed about an actual or potential critical incident. The Designated ECC Officer is to assume responsibility for alerting the most senior ECC staff member available as soon as possible. The Designated ECC Officer may need to assume temporary control of a critical incident site and assign duties to available persons (such as calling emergency services, alerting other staff, assisting with first aid, crowd control etc.)
- 3.3. **ESOS Act:** Education Services for Overseas Students Act 2000 (and its amendments)
- 3.4. **ESOS Regulations:** Education Services for Overseas Students (ESOS) Regulations govern student records, refund of fees and tuition assurance schemes.
- 3.5. **Immigration:** refers to the Australian Department of Home Affairs
- 3.6. **National Code:** is a legislative instrument established under the Education Services for Overseas Students (ESOS) Act 2000. ECC is legally obliged to adhere to the requirements of the National Code. Further details can be accessed at:
<https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx>

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4. Policy Principles

4.1 Risk Reduction Measures

- ECC will endeavour to ensure that there are at least 3 members of current staff with First Aid training and at least 3 members of staff with Mental Health First Aid training at any given time.
- Staff undertaking travel for business related purposes will be given information on what to do and who to contact should they experience a Critical Incident whilst interstate or overseas. This information should include the policy and contact numbers of ECC Travel Insurer along with a summary of allowable claims.
- ECC will provide, at minimum, annual emergency evacuation training and/or awareness sessions on critical incident response and management.

4.2 Assumptions

- In the event that emergency services attend the event, they will be given authority to assume control of the critical incident upon arrival. If a Designated ECC Officer is in attendance, their role will be to act in the best interests of any student/staff member/visitor affected by the incident.
- Under the Privacy Act 1988, individuals are entitled to the protection of their personal and private information. Where a Critical Incident raises the issue of confidentiality, ECC is committed to maintaining this right to privacy in line with legal requirements, however, ECC may exercise its discretion and disclose information as necessary to prevent or lessen a serious and imminent threat to the life or health of a student or of another person.
- Where affected persons are staff on business-related travel, the policy is to be enacted with the locally based critical incident team remotely supporting those affected.
- Authority should be delegated in line with the Navitas Policy on Delegation of Authorities and Authority Limits.

4.3 Responsibilities – Critical Incident Team

This team will convene as soon as possible to plan an immediate response, allocate responsibilities and determine ongoing strategies.

Contact	Phone Number
College Director / Principal: Amanda Peterson	6279-1123
Academic Director: Rob Ellis	6279-1179
Student Counsellor: Amber Roche	6279-1114
Quality & Compliance Manager: Mircalla Kolinac	6279-1112
Commercial Finance Manager: Randy De Guzman	6279-1181
Marketing/Admissions Director Michelle Von Karlowitz	6279-1129
User Support Manager (WA): Steven Paull	9314-9669
ECU Security (24/7)	6304-3333

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4.4 Severity Levels:

LEVEL OF RISK:	RESPONSIBILITY:	EXAMPLES:
SEVERE	Navitas Managing Director; College Director	<ul style="list-style-type: none"> o Death, suicide or life-threatening injury o Deprivation of liberty, threats of violence, assault, rape/sexual assault, aggravated burglary, use of firearms, biological or chemical weapons, o Fire, bomb, explosion, gas/chemical hazards, discharge of firearms o Threat of widespread infection or contamination
SIGNIFICANT	College Director; Director	<ul style="list-style-type: none"> o Severe Occupational Safety & Health (OSH) risk o Serious injury incurred by staff/student o Activity where evacuation is required o Minor requires someone to act in "loco parentis" in place of parent/guardian after-hours
MODERATE	Director; Specialist personnel (eg: WHS Officer; Regional Director of Information Systems; First Aid Officer)	<ul style="list-style-type: none"> o Occupational Safety & Health (OSH) risk o Suspicious package left unattended o IT System crashes o Student suffers epileptic fit – medical centre is open
MINOR	All Staff	<ul style="list-style-type: none"> o Minor injury o Plumbing blockages o Phone/Electrical failure o Computer breakdown

5. Critical Incident Procedure

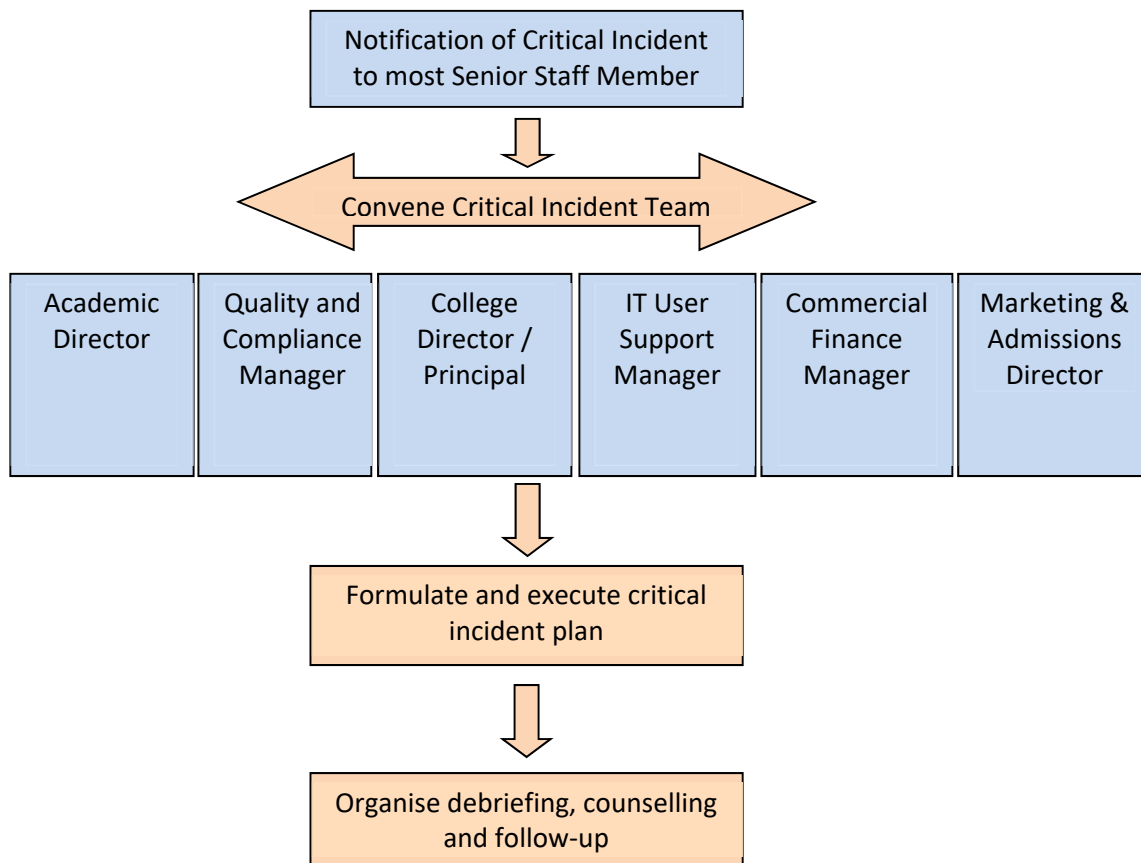
- 5.1. The Designated Officer (see definitions) to assess the situation and consider any apparent risks to their own safety.
- 5.2. Where the Designated Officer considers a critical incident to be apparent or likely, he/she must alert the most senior staff member available.
- 5.3. Where the incident occurs on-campus, ECU campus security staff should be alerted immediately by the Designated Officer. ECU campus security staff will contact emergency services if necessary.
- 5.4. Provided there is no threat to personal safety in doing so, the Designated Officer should take steps to minimise further damage or injury. This may involve organising willing bystanders to provide support.
- 5.5. The College Director or most senior staff member available, is to assume responsibility for re-assessing the incident and forming a Critical Incident Team if deemed necessary.
- 5.6. As soon as practicable, the College Director or most senior staff member available to prepare a Critical Incident Initial Report outlining details re: the type of incident, the exact location and details of any person or persons who might be injured, in distress, or at risk. Where persons affected include ECC students, a copy of the Student Personal Information Form (from the student database) should accompany the report.
- 5.7. In the event of a serious Critical Incident which has college-wide repercussions, the College Director will advise the Chair of the ECC Board as soon as practicable.
- 5.8. The College Director and Critical Incident Team, using the guidelines (6.0) contained in this policy, will review the situation, set priorities, allocate tasks/responsibilities and coordinate an immediate response including communications (to staff, students, families of those involved,

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helpers, and the media). All decisions should be made in line with the ECC Delegated Authorities Policy.

- 5.9. Where ECU have assumed management of the critical incident, the ECC Critical Incident Team will consult with and/or take instruction from ECU as necessary.
- 5.10. The Critical Incident Team will organise ongoing Response/Follow up (including staff briefing, counselling, review and reporting).
- 5.11. The Critical Incident Team will organise de-briefing to evaluate response procedures and make recommendations for handling future critical incidents.

5.12. Critical Incidents Reporting and Procedure Flow Chart



5.13. Checklist of Tasks & Responsibilities for Consideration:

The College Director or most senior staff member available will:

- Head the Critical Incident Team;
- Liaise with Chair of the ECC Board (if applicable)
- Liaise with Navitas Executive General Manager, University Programs Australasia (or delegate) if applicable
- Liaise with Emergency services;

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- Liaise with Diplomatic Post/Embassy/Consulate;
- Liaise with a minister for memorial service arrangements;
- Prepare a written record of the event and all follow-up actions for the final report.

Commercial Finance Manager (or nominee) to:

- Organise insurance matters, OSHC/ambulance cover;
- In the event of a student death, refund student fees as appropriate;
- Review legal issues including advising family of process/access to assistance if needed.

Academic Director (or nominee) to:

- Liaise with academic staff or staff supervisor;
- Ensure appropriate handling of student data by administrative staff;
- Liaise with DIBP re: Student visa.
- Communicate with students/College Community;
- Prepare letter of condolence to family/next of kin;
- Organise pastoral assistance for family of victim if in Australia;
- Organise formal counselling;
- Make arrangements for visits to/from family/next of kin including arrangements for meeting at the airport and hotel reservations;
- Hire appropriate certified interpreters/translators (not students);
- Liaise with Doctors and Hospital Staff/Coroner/Funeral Director;
- Obtain authorisation from next of kin for disposal of personal effects and affairs (household and academic).

Marketing and Admissions Director to:

- Assist Navitas Executive General Manager and ECU as Media Liaison;
- Act as Agent Liaison.

HR Business Partner to:

- Organise formal counselling and stress management interventions as required for staff.
- Make recommendations for crisis leave if appropriate.

6. GUIDELINES

The following information is intended to act as a guide for the types of actions, responsibilities or issues that may need to be addressed by the critical incident team, particularly if the incident results in the death of an ECC student.

6.1 Police/Hospital and Coroner Involvement

- The police must investigate all sudden unexpected death. Police actions include:
 - Reporting the death to the Coroner
 - Notifying Next of Kin
 - Obtaining official identification of the deceased (this must be done by a person who has known the individual for at least the past year)
 - Conducting investigations (interviewing witnesses or others involved, collecting evidence and delivering specimens for analysis).
- Where a death requires a Coroner's investigation, the body is taken to the morgue where it may be viewed by relatives (not touched). Once coronial inquiries are completed, the body will be released for funeral directors to await instructions from the next of kin.
- In some cases, post mortems/autopsies are conducted to determine the medical cause of death. This usually involves an internal and external investigation of the body, and of tissue, organ, and blood specimens taken from the body. There may be cultural/religious objections

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concerning a post mortem. These can be discussed with the coroner, but such objections rarely influence a coroner's decision to conduct the autopsy.

- In some cases (murder) an inquest may be legally required. This is a public hearing before a coroner to decide the circumstances of death.
- If necessary, the Critical Incident Team will assist with identification of the body at the mortuary and liaise with parents regarding funeral arrangements and/or transfer the body overseas.

6.2 Family, Friends and Staff

- Once death/injury has been confirmed, initial contact with next of kin/significant others needs to be considered carefully. What is the appropriate manner of contact? What were the circumstances of the tragedy? Once established, maintain contact with those who may need ongoing support, often at times and in locations outside of the normal College routine. Consideration should be given to personal contact with victims and those affected by the incident outside of normal hours. Family, friends and Homestay family of victim(s) are a priority.
- In exceptional circumstances, the Critical Incident Team will assess those affected by the incident and make referrals for counselling and/or advice to agencies outside of those normally provided by the University.
- Appropriate cultural responses may be put in place, interpreters may be provided, and overseas authorities, such as embassies and legations, notified.
- Staff should be advised re: information guidelines for students. There may be a need to issue a written statement to staff and students, within the guidelines of the Privacy Act.
- There may be a need to identify others who may be affected by the incident to provide re-assurance and minimise distress. It is important to return to normality as soon as possible. Line managers/supervisors should meet with staff at the end of the working day to debrief staff and assist in the recovery process. Where appropriate, staff and students they may be directed to seek professional counselling.

6.3 Agents

- If applicable, the agent(s) involved with the student(s) involved in a critical incident should be contacted. Often parents/family will contact the agency directly. It is important to contact the family directly, but if going through an agent, be absolutely clear about details and what message to convey/how etc.
- Agents in the home country of the victim(s) need guidelines about what information to give out. If the matter is complex, a written bulletin may be necessary.

6.4 Interpreters

- It is important to use a certified translator. Using students and staff may lead to inaccurate (and possibly culturally insensitive) conveyance of the information. It also may lead to an additional risk if they become too closely involved with the situation. Many embassies etc. have information on suitable translators.

6.5 Religious Issues

- Contact will be made with an appropriate religious group on request from the next-of-kin and the Critical Incident Team will notify staff and students as appropriate.
- Where the family has no wish for religious services, but there are those who may be indirectly affected, the ECU Chaplain will be contacted.

6.6 Media Liaison

- All staff should be advised of name and contact details of the designated Media Liaison and the procedure for directing media inquiries;
- A press release should include the answer to the following: What? How? When? Where? Why? Where appropriate, a joint statement may be issued by ECC/ECU.

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- A statement explaining the College/University's policy on responding to this kind of situation may be useful.
- The press release should include an expression of regret and compassion for the family/friends of the victim. If the situation warrants, it is suggested a comment is issued on what measures will be put in place to ensure any future events of the same kind are avoided.

6.7 Funeral/Memorial Service

- According to the Australian Funeral Directors Association, Funeral Directors can provide guidelines for funeral arrangements in regard to funeral arrangements, services, burial/cremation, coffins, viewing arrangements, flowers, etc. according to the religious, ethnic or personal preferences of the next-of-kin.
- A Funeral Director will register the death through the Registrar of Births, Deaths and Marriages and liaise with clergy, medical authorities, cemetery/crematorium officials and the coroner.
- Contact will be made with an appropriate religious group on request from the next-of-kin and the Critical Incident Team will notify staff and students as appropriate.
- If there is no body (drowning or abduction) a memorial service allows those left behind to farewell the deceased and work through the grieving process. Music, photo and significant objects associated with the person's life may be on display to assist in personalising the service.

6.8 Counselling

- Counselling of staff and students will be a priority for incidents where trauma may be experienced.
- Arrange for a suitably qualified counselling service to address staff and invite staff to attend a further individual counselling session with them if required at the college's expense.
- An interpreter may also be engaged for this purpose.
- Crisis Leave will be considered where necessary

6.9 Legal Issues

After the emergency response, the leader of the Critical Incident Team is to assess whether legal assistance might be required and refer accordingly.

6.10 Insurance

Where damage to building or grounds are required or where ECC may be liable for personal or property damage, the relevant insurance bodies should be informed as soon as possible. Insurers would normally organise repairs where damage is covered under a policy. ECC is covered by:

AON Risk Services Australia Limited
Level 7, 28 The Esplanade, Perth WA 6000
P: (618) 6317-4087 • F: (618) 9321 0354 • ABN 17 000 434 720 W: www.aon.com.au

6.11 Student Records

Student Records should be adjusted to reflect changes to a student's status where applicable. A pop-up alert to be created to ensure any subsequent correspondence to that student is approved by the College Director (or nominee).

7. GENERAL INFORMATION

7.1 Dissemination of this Policy

- This policy is available on the web at: www.edithcowancollege.edu.au/policies
- Copy emailed to all staff
- Staff Induction pack
- Participation in university emergency evacuation drills

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7.2 Adjunct to this Policy

- Staff volunteers will be sought to complete a First Aid Certificate
- Staff volunteers will be sought to complete a Mental Health First Aid course.
- At least three staff members to have current First Aid certification at any time.

7.3 Appendices

- Critical Incident Report Form
- Specialist Services – Contact Details

7.4. Acknowledgements:

- *CIC Critical Incident Manual*
- *ECU Critical Incident Management Policy*
- *Charles Sturt University – Emergency Control Organisation Policy*
- *Flinders University – Management of Critical Incidents Policy*

CRISIS / EMERGENCY SERVICES		
Emergency Services	Police, Fire & Ambulance Police HQ (24/7)	Phone: 000 Phone: 131 444
ECU Services	ECU Security:	All Campuses: 6304-3333
	ECU Medical Centre	Mt Lawley: 9370 6814 – Room 8.109 Joondalup: Phone: 6304-5618 – Room 6.105
	ECU Counselling Services	All campuses: Phone: 9370-6706 <ul style="list-style-type: none"> • ECU Support Service: http://intranet.ecu.edu.au/student/support/counselling • ECU Tip Sheets (e.g. Avoid Burnout; Balancing Life and Uni; Cannabis; Depression; Managing Stress; Sleep) http://intranet.ecu.edu.au/student/support/counselling/tip-sheets
Occupational Health & Safety (OSH)	ECU	ECU OSH Manager: Phone: 6304-2302 ECU – Security: <ul style="list-style-type: none"> • Joondalup: Phone: 6304-3333 + dial 1 • Mount Lawley: Phone:6304-3333 + dial 2
	ECC	WHS Representatives: <ul style="list-style-type: none"> • Joondalup: Krystie Goromonzi: 6279-1156 • Mount Lawley: Maria Tantiprasut: 6279-1197 <p>If unavailable, alternate contacts:</p> <ul style="list-style-type: none"> • Joondalup: Lina Ridley 6279-1112 or 0407-986-714 • Mount Lawley: Rumbie Muparutsa: 6279-1193 or 0498-002-041

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Community Services	Department for Communities	https://www.dcp.wa.gov.au/CrisisAndEmergency/Pages/CrisisCare.aspx Offers support services for children/youth, multicultural interests and emergency services when you need help and advice including: Crisis Care: 24hr free counselling Phone: 9223-1111 Crisis Care Translating Service: Phone: 13-14-50
	Lifeline	www.lifelinewa.org.au 24 hours crisis / suicide line Phone: 13-11-14
	Samaritans	www.thesamaritans.org.au 24 hours crisis line Phone: 13-52-47 Samaritans Youthline Phone: 1800-198-313
HEALTH AND MEDICAL		
Overseas Student Health Cover (OSHC) (International Students)	Medibank	www.medibank.com.au/overseas-health-insurance/oshc Phone: 134 148 24 hours Emergency Help Line Phone: 1800 887 283
Health Services	Department of Health	www.health.wa.gov.au/services/ Health Services Directory – lists medical services, emergency medical transport, 24 hours counselling services, crisis assistance and psychiatric or drug related emergencies <i>HealthDirect Medical Advice:</i> https://www.healthdirect.gov.au/ Phone: 1800 022 222 Mental Health Emergency: http://healthywa.wa.gov.au/Articles/J_M/Mental-health-emergency Phone: 1300 555 788
Sexual Health	Sexual Health Quarters	https://shq.org.au/ Sexual Health Helpline Phone: 9227-6177 Offers confidential advice on sexual health matters, family planning, clinical services, education, contraception, pregnancy and sexually transmitted infections

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Sexual Assault and/or Violence	Sexual Assault Resource Centre (SARC)	Sexual Assault Resource Centre (SARC) http://healthywa.wa.gov.au/Articles/S_T/Sexual-Assault-Resource-Centre-SARC 24 hours emergency Phone: (08) 6458 1828 or 1800 199 888
	1800 Respect	National Sexual Assault, Domestic Family Violence Counselling Service https://www.1800respect.org.au/ Phone: 1800-737-732 Interpreter Phone: 13-14-50
Alcohol & Drug Issues	Alcohol & Drug Support Line	https://www.mhc.wa.gov.au/alcoholanddrugsupportline Addresses drug/alcohol issues Phone: 9442-5000
RELIGION		
Religious Institutions	Yellow Pages Phone Book	www.yellowpages.com.au Check lists relating to different religious denominations
	ECU Multi-faith Chaplaincy	http://intranet.ecu.edu.au/student/campus-life/campus-facilities/multifaith-centre Joondalup or Mount Lawley: See website for rooms/times/contacts Phone: 13-43-28
ACCOMMODATION		
Accommodation options and airport pick-up	WA Homestay Network	http://ahnhomestay.com/ecc/ Phone: 6141-8690 Emergency Assistance call: 1300-63-7829
	Perth Student Accommodation	www.perthstudentaccommodation.com Phone: 9245 2020 Offers safe/secure accommodation placement services to overseas students studying in Perth. Also offers Homestay options and airport pick-up service
	ECU Student Village	https://www.mystudentvillage.com/au/ecuvillage/ Phone: +61 8 6202 1110 Email: live.joondalup@ecuvillage.com.au

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MULTICULTURAL SERVICES		
Translation Services	Translating & Interpreting Services (TIS)	24 hours Service – Phone: 13-1450 https://www.tisnational.gov.au
	Interpreters International	Phone: 9403-4822 http://www.interpreterinternational.com/ Provides translating /interpretation services
	Translators International	Phone: 9321-1960 http://translators-international.com.au/
Community Groups	Yellow Pages Phone Book	www.yellowpages.com.au Check for listings of community social, ethnic and cultural groups under “Multicultural Services”