



Critical Incidents Policy & Procedures

Purpose & Scope

Institute of Intellect Blending (IIB) is committed to maintaining a safe and supportive environment for staff and students. This policy underpins our approach to respond to critical incidents that may occur and impact on the people both studying and working at Institute of Intellect Blending. We are particularly mindful of our responsibility to support our students from overseas who do not have access to a normal support network.

Procedures for managing critical incidents are in place to ensure an effective approach in responding to critical incidents if they occur, including appropriate support and counseling services.

Students and staff are made aware of IIB's Critical Incident Policy and processes. The policy will be available for reference by staff and students via the IIB websites and IIB SharePoint.

Students are informed about Critical Incident processes at Orientation.

Appropriate training and information resources are provided to staff.

This policy satisfies the requirements of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 6*

Critical Incident

A Critical Incident is any sudden or progressive development (event) that 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;
- Death or serious illness of a student's family or friends overseas (in their homeland);
- Removing an individual's liberty under duress, threats of violence, assault, rape/sexual assault, aggravated burglary, biological or chemical weapons found/ present;
- Fire, bomb, explosion, gas/chemical hazards, discharge of firearms;
- Threat of widespread infection or contamination;
- Civil unrest;
- Missing students;
- Severe verbal or psychological aggression;
- Issues such as domestic violence, sexual assault, drug or alcohol abuse;
- Non-life threatening events which are considered to be of a critical nature due to the affect it may have on a person or persons;



- Serious damage to essential facilities and or extreme disruption to operations at Institute of Intellect Blending; and
- Information which has the potential to negatively affect the reputation of Institute of Intellect Blending in the media and/or wider community.

Incident Categories

Due to the broad range of events that can either become or contribute to a critical incident the identification of an incident, the location of incident and threat level to others must be easily and quickly identified.

These events can be broadly broken down into 3 groups:

- Internal - immediate threat IIB student/staff on campus
- External - no immediate threat to campus
- Personal/Medical – may occur on or off of campus/office location

Each incident or event are identified as either:

- Immediate Priority requiring immediate evacuation (EV), lock down (LD) or emergency '000' assistance
- Priority requiring medical consultation, report to emergency services (police etc), support, referral, communication.

Group	Immediate Priority	Priority
Internal	Fire/smoke Bomb threat Explosion Siege Structural damage Water damage Intruder with malice ie gun, knife Terrorism Serious assault Biological Chemical hazard Gas leak Risk of Electrocution ie live wires exposed	Cyber Attack Data / records theft or loss Transport accident Serious assault and /or theft



External		Natural disaster-earthquake, bushfire, flood, hurricane Severe weather/storms Transport accident Public disorder Terror attack Out break of war or civil unrest
Personal/Medical	Injury Death staff / student Medical Emergency Poisoning Anaphylaxis-Epipen use	Pandemic diseases Sexual assault/harassment Shock Suicide Domestic violence Depression/anxiety

Internal Incidents: On-campus Incidents

If the incident is on campus, PEO, Campus Manager and Academic Manager VET/ELICOS will be contacted immediately. When the incident is identified as Immediate Priority evacuation or lock down procedure will be actioned immediately and a call placed to '000'.

External Incidents

If the critical incident involves a student or staff member who is off campus, out side of course/work hours or in the students home country the person receiving the information must immediately contact the PEO and/or Campus Manager or delegate (eg Academic Manager) who will communicate to other staff and relevant persons as appropriate and action steps to support individual as appropriate.

Incident reporting

All reports will include as a minimum:

- Date and Time of incident
- Name of Manager Completing Form
- Names and roles of persons involved or witness to (e.g. staff, student, other parties)
- Nature of the incident (e.g. threat, accident, death or injury)
- Detailed location of the incident
- Action/s taken

Reports will also included other information relevant to incident:



- Injury suffered
- First Aid given
- Emergency Services involved
- Referral to outside departments, agencies or professionals
- Support offered or recommended

International students

IIB recognises the unique needs of international students who may require additional support such as:

- interpreters
- communicating with relatives in other countries
- communicating with consulates/embassy
- communicating and/or reporting to the Department of Home Affairs as soon as possible after a critical incident.

The incident may affect visa conditions or the student's program of study and in the case of a student's absence from classes, return to their home country or death the incident must be reported to the Department of Home Affairs via PRISMS.

When an international student sustains serious injuries or dies, IIB will work closely and respectfully with the student's family to provide necessary and appropriate support. This may include, but is not limited to:

- Hiring interpreters
- Supporting the family in arrangements for hospital/funeral/memorial service/ repatriation
- Supporting the family in obtaining a death certificate
- Assisting with personal items and affairs including insurance issues
- Providing contact details for the Department of Home Affairs and/or appropriate agent for assistance with visa issues
- In addition IIB will notify all relevant and authorised parties, including but not limited to, the accommodation provider, delivery partners and providers of services such as library and internet/computer access.

Management of incidents

Immediate priorities in the management of any incident will be primarily:

- Identify nature of incident
- Depending on nature of incident action evacuation or lock down procedures



- Activating emergency assistance
- Provision of first aid or medical assistance if required

And then:

- Information gathering
- Reporting to appropriate authorities
- Access to and provision of relevant support services

The release of information to the press or public rests with the IIB PEO or formal delegate, and must comply with the requirements of Privacy legislation and other legal requirements. The IIB PEO or the Critical Incident Team will identify a staff member as a single point of contact for all media and other public communications (Media Coordinator). It may be necessary to check with the police, ambulance or fire brigade etc, before making a statement.

No staff are to speak to media or make any kind of formal statement regarding the incident unless authorised by senior management.

The PEO, or delegate, will convene a meeting with relevant staff and support services personnel who will constitute the Critical Incident Team. In particular situations and as required, assistance will be sought from other staff with responsibilities for occupational health and safety, first aid, fire wardens, counseling, and public relations.

The Critical Incident Team

The Critical Incident Team are responsible for ensuring all such incidents are managed appropriately.

The Critical Incident Team will enlist the assistance of other staff or agencies or services as deemed appropriate to ensure timely and effective management of the incident in the interests of the students and/or staff, and the business partners.

Approved incident forms and checklists will be used to ensure communication and management of the incident as well as consistent and complete record keeping.

The first priority of the Critical Incident Team will be:

- To identify the facts to the best of their abilities, what is known and what is not known
- To identify persons involved in the critical incident
- To determine how to gather more information
- To develop and implement a plan for responding appropriately in a timely manner
- To develop and implement a plan for communicating with all relevant persons / stakeholders including as relevant: family members, staff, students, agents, police, medical services, consuls, the Department of Home Affairs, other providers, media.



The Critical Incident Team will have ongoing responsibility for:

- Ensuring staff, students, family, authorities and services are kept informed in a timely and appropriate manner
- Follow-up support services
- Review and analysis of the response to the incident regarding the appropriateness in the circumstances, interests of the students, staff, family, IIB and partners.
- Appropriate services and assistance being engaged to assist with the management of the incident
- Ensuring appropriate and timely documentation and reporting of the incident and the response to it
- Confirming that all legal responsibilities of IIB are considered and met.
- Ensuring Privacy and Confidentiality are maintained at all times throughout the process

Critical Incident Procedure

If possible, the PEO is to be immediately called to the situation to assume control. In all cases the procedure below is to be followed:

Stage 1: Immediate action (within 24 hours)

1. The Designated Officer is to assess the situation, and consider any apparent risks to their own safety and those present.
2. Where the Designated Officer considers a critical incident involving threat to life and/or triggering an emergency situation is occurring, the Designated Officer is to contact Emergency Services by dialling 000 immediately and being put through to the appropriate service.
3. **Problem solved:** Provided there is no threat to personal safety in doing so, the Designated Officer is to take steps to minimise further damage or injury. This may involve organising willing bystanders to provide support.
4. **Problem no solved:** The Campus Manager or most senior staff member available is to assume responsibility for assessing the incident if deemed necessary.
5. The Campus Manager and Student Engagement & Experience Manager/other staff members, will review the situation, set priorities, allocate tasks/responsibilities and coordinate an immediate response including communications (to staff, students, families of those involved, helpers, and the media).
 - Establish a Critical Incident Team.
 - Ensure a Media Coordinator and Critical Incident Coordinator are identified (this may be one person with two functions).



- Ensure the Critical Incident Policy is implemented.
- Ensure a plan is established and communicated to all relevant staff.
- Ensure ongoing strategies for managing the incident and response.
- Ensure agencies, support organisations and other individuals are involved in responding to the incident, including liaison with police, doctors, hospital staff and other relevant professionals.
- When relevant communicate with all students and stakeholders of any disruption or change to daily operations
- Legal assistance is provided if required.
- Family members (identified emergency contact person, next of kin, authorised guardian, parents, siblings) are advised of the incident and advised about what is being done in response, who is involved, and what support is available to them.
- Appropriate and adequate records are kept.

Stage 2: Additional action (48 to 72 hours)

6. As soon as practical, a Critical Incident Report is to be prepared outlining details re: the type of incident, the exact location and details of any person or persons who might be injured, or in distress and in need of counselling or at risk.
7. The Student Engagement & Experience Manager will organise ongoing response:
 - If required, assist family members to arrange travel to Australia, or return of the student to his or her home country.
 - If required appropriate reports made to ASQA
8. The Student Engagement & Experience Manager will follow up with additional action.
 - Assess the need for support and counselling for those directly and indirectly involved (ongoing)
 - Provide staff and students with factual information as appropriate
 - Restore normal functioning and Institute delivery

Stage 3: Follow-up—monitoring, support, evaluation

9. The Student Engagement & Experience Manager will update the *Hazard/Incident Register* according the *Critical Incident Report form*.
10. QMT meetings will review and make recommendations about handling any future critical incidents.
 - Identification of any other people who may be affected by critical incident and access of support services for affected community members
 - Maintain contact with any injured/affected parties
 - Provision of accurate information to staff and students where appropriate
 - Evaluation of critical incident management



- Be aware of any possible longer term disturbances e.g. inquests, legal proceedings

Read more details in Appendix:

- Example of a critical incident plan – injury to overseas student
- First Response Checklist
- Other considerations which have a link with a critical incidents
- Stress Management Checklist
- Student Records Checklist

Tasks and Responsibilities

In the first instance, the designated officer is any member of the staff who is witness to /or receives the information which triggers the critical incident.

The PEO/Campus Manager or most senior staff member available will:

1. Head the Student Engagement & Experience Officer;
2. Liaise with emergency services;
3. Liaise with Diplomatic Post/Embassy/Consulate;
4. Provide notification of critical incident to most Senior Staff Member;
5. Liaise with immediate family members or guardians if appropriate;
6. Convene Student Engagement & Experience Officer;
7. Formulate and execute critical incident plan; and
8. Organise debriefing, counselling and follow-up.

The Student Services Manager and/or Academic Manager will:

1. Organise insurance matters, OSHC/ambulance cover;
2. In the event of student death refund the student fees as appropriate and ensure the Student Management System is updated;
3. Review legal issues Inc advising family of process/access to assistance if needed.
4. Liaise with academic staff;
5. Organise formal counseling and stress management for affected staff;
6. Communicate with students;
7. Prepare letter of condolence to family;
8. Organise pastoral assistance for family of victim if in Australia;
9. Organise formal counseling;
10. Liaise with hospital staff/coroner/funeral director;

Marketing Manager will:

1. Be responsible for media liaison;
2. Act as Agent liaison.

Informing the Police



Where critical incidents are cases of sudden unexpected death, injury, assault or disaster, the police and others must be contacted and will investigate the incident.

Police actions include:

- Recording a report of the incident
- Where appropriate investigating the incident
- Reporting death to the Coroner
- Notifying next of kin in cases of death
- 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 - for example, interviewing witnesses and others who may have been involved, collecting clothing and other items for use in evidence, delivering specimens for analysis.

Notifying Next of Kin

Once death/injury has been confirmed, the initial contact with next of kin / significant others needs to be considered carefully. The following questions may be helpful:

- What is the appropriate manner of contact?
- What were the circumstances of the tragedy?

Ongoing support

Maintain contact with those who may need ongoing support, often at times and in locations outside of the normal class routine. The following should be considered:

- Consideration should be given to personal contact with victims and those affected by the incident outside of normal hours. Family and friends are a priority. The Student Engagement & Experience Officer will assess those affected by the incident and make referrals for counselling and/or advice to agencies outside of those normally used.
- Appropriate cultural responses may be put in place, interpreters may be provided, and overseas authorities, such as embassies and legations, notified.
- Where appropriate, staff and students may need to be directed to seek professional counselling. Counselling of staff and students will be a priority for incidents where trauma may be experienced. Special Leave will be considered where necessary.
- There may be a need to issue a written statement to staff and students, within the guidelines of the Privacy Act 1988 and Australian Privacy Principles to inform them of the incident.
- 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. The PEO or delegate should meet with staff at the end of the working day to debrief staff and assist in the recovery process.

Staff Awareness Training

It is essential that all IIB staff who come in contact with students be made aware of the existence of this Critical Incident Policy and Procedure.

Staff will be provided with appropriate and sufficient training to enable them to manage the implementation of this Critical Incident policy and its associated procedures.

IIB will ensure that awareness of the Critical Incident policy is included in staff induction. All trainers/teachers are provided with *IIB Critical Incident & Campus Safety Guide for Teachers*.

IIB staff will be made aware of all relevant community resources in the immediate local area. These include, but are not limited to:

- Emergency services
- Police
- Medical authorities
- Religious leaders
- Cultural associations/community groups/societies
- Funeral Directors
- Embassy or Consular representatives.

The following considerations should be included in critical incidents staff awareness training:

- Attitude and perceptions – how staff present and manage themselves can be critical in effective management of the incident.
- Effective communication skills are essential to effective management of a critical incident - Listening to what is said and what is not said is a key component of this.
- Making use of networks, community groups, cultural groups and religious groups should be considered to provide support to students, family, friends and staff – persons injured or directly effected by the critical incident as well as those providing support to them may benefit from this broader support circle.
- Cultural Intelligence - appropriate responses by staff will reduce escalation or complication of the situation.
- Available services and support, and how to access them.
- Self protection is important – you can not help others effectively if you are overly stressed or become injured.
- Staff will not be singled out to take sole responsibility for management of the incident.



INSTITUTE OF
INTELLECT BLENDING

Address: Levels 1, 2 & 3, 436-450 Kent Street Sydney NSW 2000
Tel: 02 8072 7651
RTO: 41282 CRICOS: 03526A
ABN: 59 606 923 764
Web: www.iib.edu.au Email: admin@iib.edu.au

Pro-forma and supporting documents

- IIB Critical Incident & Campus Safety Guide for Teachers
- IIB Critical Incident Report
- IIB Critical Incident Register
- IIB Sexual Harrassment Policy & Procedure



Appendix

Example of a critical incident plan – injury to overseas student

Immediate Action (within 24 hours)

Identify the nature of the critical incident.

The person, who is initially notified of the incident, should get as much information as possible regarding the nature of the critical incident.

- Where did the injury occur? On campus or off?
- How severe is the nature of the injury?
- Where is the student now?
- Is the student in hospital?
- Has an ambulance been called?
- Is an interpreter required?

The information should be documented for further reference.

Notification of the critical incident committee/team leader

The person who is initially notified of the incident should notify the critical incident team leader immediately.

Assignment of duties to college staff

- The critical incident team leader will identify the staff member responsible for any immediate action.
- The incident will then be referred to the identified staff member.
- The responsible staff member should keep in close contact with the critical incident team leader and any other staff members as required.

Implement the appropriate management plan or action strategy

- If the student is on campus
 - Ensure appropriate intervention to minimise additional injury
 - Provide first aid where necessary
 - Ascertain seriousness of injury
 - Call ambulance if required
 - If ambulance is required, accompany student to hospital
 - Ascertain seriousness of injury from hospital staff
 - If ambulance is not required accompany student to relevant medical service e.g. doctor
- If the student is off-campus
 - If situation appears serious, call an ambulance and either meet the ambulance at the student's location or at the hospital
 - Otherwise go to location of student
 - Provide first aid where necessary



- Ascertain seriousness of injury
- Call ambulance if required
- If ambulance is required, accompany student to hospital
- Ascertain seriousness of injury from hospital staff
- If ambulance is not required accompany student to relevant medical service e.g. doctor
- If the student has already been taken to hospital
 - Go to hospital
 - Ascertain seriousness of injury from hospital staff
- Dissemination of information to parents and family members
 - When there are a number of people to contact, the college should attempt to simultaneously contact all parties.
 - Contact the parents/legal guardian of the student if applicable
 - Contact the carer of the student e.g. they may be living with a relative

Completion of a critical incident report

Media response if decided to be required by the PEO.

Inform critical team leader (PEO unless otherwise delegated) of any relevant factual information to be conveyed to the media liaison.

Assess the need for support and counselling for those directly and indirectly involved

If the student is seriously injured or requires hospitalisation, the college should enlist aid of overseas consular staff to assist the family if they are travelling to Australia, with interpreting services to aid in communication with the relevant medical services and with counselling services if required.

The college should assess whether other staff and students have been affected by the incident and provide support and counselling as required.

The college should also contact DHA and inform them of the incident.

Additional Action (48–72 hours)

Assess the need for support and counselling for those directly and indirectly involved (ongoing)

Provide staff and students with factual information as appropriate

- Depending on the nature of the incident, it may be appropriate for the PEO to address the College and inform them of the facts of the incident and the condition of the student concerned.

Restore normal functioning and College delivery

- Where the incident occurred on College premises, there will be other procedures to follow in relation to any possible safety issues and the College's legal obligations. The critical incident committee should identify the appropriate staff member to follow up these issues.

Follow-up – monitoring, support, evaluation



Identification of any other people who may be affected by critical incident and access of support services for affected community members.

- The effects of traumatic incidents can be delayed in some people; the College needs to be aware of any emerging need for support and/or counselling.

Maintain contact with any injured/affected parties

If the student is in hospital for some time, the College needs to maintain contact with the student and their family.

- Support and assistance for the student and family
- Depending on the condition of the student, the College could provide work for the student to enable them to remain in touch with College activities
- Discuss with the family any required changes to the enrolment of the student e.g. suspension or cancellation of enrolment and make any changes required on PRISMS

Provision of accurate information to staff and students where appropriate

- Depending on the nature of the incident, it may be appropriate for the PEO to address the College and inform them of the facts of the incident and the condition of the student concerned.

Evaluation of critical incident management

- The critical incident committee should be held to evaluate the critical incident report and the effectiveness of the management plan and to make modifications if required.

Be aware of any possible longer term effects on the College and student's well-being e.g. inquests, legal proceedings.

First Response Checklist

Issues to be considered:

1. Is evacuation or lock down required, and if yes, was it managed appropriately?
2. Is first aid or medical assistance provided in a timely manner?
3. Is a person appointed to act as Critical Incident Coordinator and/or Media Coordinator?
4. Is contact with next of kin/significant others made in a timely and appropriate manner?
5. Are there adequate arrangements for informing staff and students?
6. Are there guidelines to staff about what information to give students?
7. Is there an appropriate written bulletin to staff, if the matter is complex?
8. Is there appropriate and sufficient briefing for staff and students?
9. Is there a staff member delegated to deal with telephone/counter enquiries if required?
10. Is media and publicity being managed appropriately?
11. Is there adequate identification of those students and staff members most closely involved and therefore most at risk?

12. Has relevant and culturally appropriate counseling been implemented?
13. Is there a plan for ongoing feedback and regular meetings as a post-critical incident activity?



Other considerations which have a link with a critical incidents

1. Availability of mobile phones
2. Hiring Independent Interpreters
3. Refund of student's fees to pay repatriation or associated expenses
4. Consideration of personal items and affairs (household and academic)
5. Insurance Matters, OHSC Coverage, Ambulance Cover
6. Formal Stress Management interventions required for students and/or staff (release from classes, leave, rescheduled assessment or exams)
7. Arrangements for further debriefing sessions for groups/individuals as required
8. Fees issue to be resolved if student cannot continue with their studies
9. Legal Issues: supporting and referring students to access legal assistance if required.
10. Arrangements for further debriefing sessions for groups/individuals as required
11. Follow up condolences
12. Financial Assistance for families of affected person(s) if residing in Australia
13. Organising students/staff for hospital visits
14. Sensitivity to anniversaries, inquests and legal proceedings

Stress Management Checklist

1. Debriefing as soon as possible after the event on an individual or group basis
2. Further debriefing - one or more days after the incident (group basis)
3. Follow up 2 - 6 weeks later - (individual or group basis)
4. Ongoing counseling as required
5. Recovery time for staff involved and the Coordinating Team members.

Student Records Checklist

1. Ensure the following as a minimum is kept and up-to-date within the students records, and can be made available in hard copy if required:
2. Colour Photograph (from ID CARD)
3. Copy of Passport, including number, photo page and visa page
4. Student's address and telephone number
5. Student's religion if provided
6. Emergency contact telephone, with next of kin details, agent or sponsor (if applicable)
7. Any other identification details - student ID, course details,
8. Known Medical conditions, allergy information etc.