

## Critical Incident Policy

### 1. Purpose

Hawk Institute has implemented a documented policy and process for managing critical incidents that could affect the overseas student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm.

This policy and procedures provide support to the students of Hawk Institute in accordance with the Education Services for Overseas Students Act 2000, standard 6 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (REF 6.8).

The purpose of this policy is to recognise the duty of care owed by the Institute to all the people associated with Hawk Institute in accordance with standard 6.8 of the National Code 2018.

This policy includes contact information of emergency services and any other organisations that may be able to assist in critical situations, for example, community/multi-cultural organisations or phone-counselling services.

### 2. Responsibility

The CEO is responsible for the implementation of this policy and to ensure that staff and students are aware of its application and that the staff implement its requirements if necessary.

Hawk Institute will maintain a written record of any critical incident and remedial action taken by Hawk Institute for at least two years after the student ceases to be an accepted student to comply with standard 6.8 of the National Code 2018.

### 3. Definitions

A Critical Incident: is 'a traumatic event, or the threat of such event (within or outside Australia), which causes extreme stress, fear or injury.

ESOS Act: The Education Services for Overseas Students Act 2000 and all the association legislation including the National Code of Practice for Providers of Education and Training to Overseas Students 2018 ("National Code 2018"). The ESOS Act sets out the legal framework governing delivery of education to international students in Australia on a student visa.

CEO: Chief Executive Officer (CEO)- **Ionessa Annin**

### 4. Requirements

- a. This policy covers the:
  - i. Action to be taken in the event of a critical incident
  - ii. Required follow up of the incident
  - iii. Important contacts
  - iv. Record to be kept of the incident and action taken.
- b. Critical incidents are not limited to, but could include:
  - missing students (absent for 28 days consecutively);
  - severe verbal or psychological aggression;
  - death, serious injury or any threat of these;
  - natural disaster; and
  - issues such as domestic violence, sexual assault, and drug or alcohol abuse.
- c. The Educational Services for Overseas Students Act 2000 (ESOS Act) requires the Institute to notify the Department of Education and the Department of Home Affairs (DHA) as soon as practical after an incident occurs to an international student. In the case of a student's death or

other absence affecting the student's attendance, the incident will be reported to DET and DHA via PRISMS.

- d. When a student dies or sustains serious injury, the Institute may be required to assist the student's family. This may include:
- hiring interpreters
  - making arrangements for hospital/funeral/memorial service/repatriation
  - obtaining a death certificate
  - assisting with personal items and affairs including the insurance issues
  - assisting with visa issues (in case of international students)
- e. Following a critical incident, Hawk Institute will analyse the response and processes of the Institute and implement improvements where indicated.
- f. CEO will analyse the response of the critical incident to contribute to the continuous improvement of policy and procedures of the Institute.

## 5. Procedure

### **On campus Incidents**

If the incident is on campus and involves death, serious injury or a threat to life or property, the CEO should be contacted immediately.

### **Off-campus Incidents**

If the critical incident involves a student or staff member who is off-campus, the person receiving the information must immediately contact the CEO (Ionessa Annin, Phone no: 1300 159 461).

### **Immediate Action:**

Person witnessing the critical incident should contact the CEO and other senior staff members (if CEO is not available) immediately.

If there is no staff available around you and danger to life or safety occurs, all the staff members are authorised to take appropriate action including, but not limited to:

- Identify nature of critical incidents and consequences
- If consequences are life threatening or there is immediate danger to safety of yourself and other people, remove/evacuate yourself and others from the area of danger to a safer area.
- Contact emergency services by calling 000. When you call **Triple Zero (000)**, it will prompt if you want **Police, Fire or Ambulance**. Stay calm, do not shout, speak slowly and clearly, and tell emergency services exactly where to come. Give an address or location.
- After providing details of emergency, contact CEO as soon as practicable. If this is not possible, then contact the senior most person available and brief them about the incident and its status.

### **Remember**

#### **In case of Emergency Evacuation**

- **Do not panic:** immediately prepare to leave the building by the nearest and safest exit.

- Assist any person with disability to leave the building.
  - Do not attempt to carry people downstairs.
  - Walk quickly and calmly to the designated assembly area of your building or as advised by the warden or fire and emergency services personnel.
  - Never use the lifts in case of fire.
  - Remain at the assembly area (in groups) until instructed to leave by the warden or fire and emergency services personnel.
  - Do not re-enter the building until informed that it is safe to do so by the warden or the fire and emergency services personnel. Do not enter the building in alarm.
- a. On receipt of news or information regarding the critical incident, the CEO or senior person will do the following:
- Create for themselves a clear understanding of the known facts.
  - If an emergency exists and emergency services are not contacted already, it is advisable to contact the relevant emergency services by calling 000 as soon as possible.
  - Ensure safety of students and staff including evacuation (if not done already).
  - If translators are required, contact Translating and Interpreting Services by calling 13 14 50.
  - Be present when emergency arrive and liaise with emergency services
  - Deploy Institute resources and supervise critical incident and emergency response.
  - If counselling services are required, contact Lifeline on 13 11 14
  - If the critical incident is at an offshore location, contact the Department of Foreign Affairs and Trade (+61 2 6261 3305 or +61 2 6261 1111) for advice on best way of assisting students.
  - Plan an immediate response.
  - Plan ongoing strategies.
  - Allocate individual roles/responsibilities for ongoing tasks.

### **Follow up Action**

- b. Based on the evaluation of the critical incident, the CEO or most senior person must, where appropriate, implement the following:
- Contact with next of kin/significant others.
  - Inform the staff and students of the Institute.
  - Prepare guidelines for the staff about what information is to be given to the students in line with the privacy policy.
  - Prepare a written bulletin for staff and students if the matter is complex.
  - The CEO will delegate and brief a staff member to deal with telephone/counter inquiries.
  - Managing any media- CEO or delegate will be responsible for handling calls and queries from media.
  - When liaising with media, CEO/delegate will keep privacy legislation in mind and will consult with the emergency services prior to providing sensitive information to media, which might affect the functioning of the emergency services.
  - The students and staff members who are most closely involved with the incident will be identified and will be offered support and counselling.  
Refer to Student Support and welfare policy available on website or from reception for more details.
  - A time and place for an initial group/individual debriefing session will be arranged with the Counsellor/s.
  - Access to emergency funds will be arranged if necessary.

- c. Record the incident and the following key details to report the incident including:
  - The time of the incident.
  - The location and nature of the incident.
  - The names and roles of persons directly involved in the critical incident.
  - The action taken by the Institute including any opportunities for the improvement.
  - The organisations and people contacted by the Institute.
- d. Following the incident, a senior management review will be undertaken, and recommendations will be noted in the continuous improvement register, if appropriate. Hawk Institute will put in place policies and procedures to ensure that the incident is not repeated.
- e. Maintain a written record of any critical incident and remedial action taken by Hawk Institute for at least two years after the overseas student ceases to be an accepted student.

## 6. Emergency Contact Details

### Hawk Institute

#### In person

**Critical incident officer:** Ionessa Annin

**Phone no:** 1300 159 461

**Address:** Level 4, 171 La Trobe Street, Melbourne, Victoria – 3000 Australia

Reception or relevant Staff Member

Campus will be open for classes from 8:30 a.m-5:00 p.m. from Monday to Sunday.

Reception will be open from 8:30 am-5.00 pm from Monday to Friday.

#### By Phone

1300 159 461

#### After Hours

0405 887 234 (24 hours contact)

#### By Email

[info@hawkinstitute.edu.au](mailto:info@hawkinstitute.edu.au), or

[apply@hawkinstitute.edu.au](mailto:apply@hawkinstitute.edu.au)

#### By Mail:

Mailing address: Level 4, 171 La Trobe Street, Melbourne, Victoria – 3000 Australia

**a. State Emergency Services**

Ambulance, Fire or Police: 000 (Dial 112 on mobile if out of network range)  
<https://www.triplezero.gov.au/Pages/default.aspx>

**b. Free Support Services**

- Sexual Assault Crisis Line 1800 806 292 [www.sacl.com.au](http://www.sacl.com.au)
- Lifeline 13 11 14 [www.lifeline.org.au](http://www.lifeline.org.au)
- Beyond Blue 1300 224 636 [www.beyondblue.org.au](http://www.beyondblue.org.au)
- DACAS (Drug and Alcohol Clinical Advisory Service) 1800 812 804
- Gambling 1800 858 858 [www.gamblinghelponline.org.au](http://www.gamblinghelponline.org.au)
- Counselling online 1800 888 236 <https://www.counsellingonline.org.au/>
- Gay & Lesbian (03) 9479 8724 [www.glhv.org.au](http://www.glhv.org.au)

**CRITICAL INCIDENT MANAGEMENT FLOWCHART**

<b>Immediate Action</b>	
<i>Witnessing critical incident</i>	Contact Emergency Services - Dial 000. Person witnessing critical incident should contact the CEO and other senior staff member (if CEO is not available) immediately.
<i>Assess situation: focus on immediate safety of other students and staff</i>	Assess the situation and if immediate danger exists: Remove yourself and others from the area to emergency gathering area (refer to the evacuation plans in each area) Contact emergency services by calling 000, when you call Triple Zero (000), it will prompt if you want Police, Fire or Ambulance. Stay calm, do not shout, speak slowly and clearly and tell the emergency services exactly where to come. <i>Give an address or location.</i> Contact CEO/senior staff and/or Hawk Institute's first aid officer.
<i>CEO/Critical incident officer</i>	<ul style="list-style-type: none"> <li>• Create for themselves a clear understanding of the known facts</li> <li>• Call 000 if an emergency exists and if the emergency services are not contacted already.</li> <li>• Ensure safety of students and staff including evacuation (if not done already).</li> <li>• Be present to liaise with emergency services.</li> <li>• Deploy resources and supervise critical incident.</li> <li>• Plan an immediate response.</li> <li>• Plan ongoing strategies.</li> <li>• Allocate individual roles/responsibilities for ongoing tasks.</li> <li>• Communicate with families, students, staff and other relevant people.</li> <li>• Undertake debriefing, identify counselling needs and arrange counselling.</li> </ul>
<i>Within 24-48 hours</i>	CEO - Manage the media Prepare a written statement Plan ongoing action Based on an evaluation of the critical incident, the CEO or most senior person must, where appropriate, implement the following:

	<ul style="list-style-type: none"> <li>• Contact with next of kin/significant others</li> <li>• Inform Hawk Institute's staff and students.</li> <li>• Prepare a guideline for staff about what information to give to the students in line with the privacy policy.</li> <li>• Prepare a written bulletin for staff and students if the matter is complex.</li> <li>• Brief staff and delegate a staff member to deal with telephone/counter inquiries.</li> <li>• Managing any media -CEO or Delegate will be responsible for handing calls and queries from media.</li> <li>• When liaising with media CEO/Delegate must keep privacy legislation in mind and must consult with emergency services prior to providing sensitive information to media, which might affect the functioning of the emergency services.</li> <li>• Identify students and staff members more closely involved with the incident and ensure that they are offered support and counselling</li> <li>• Arrange a time and place for an initial group/individual debriefing session with Counsellor/s</li> <li>• Arrange access to emergency funds if necessary.</li> </ul>
<i>Within 7 days</i>	<p>CEO or senior staff member available must complete the "Incident Report" form (Appendix 1)</p> <p>Record the incident and include the following key details in the report:</p> <ul style="list-style-type: none"> <li>• The time of the incident</li> <li>• The location and nature of the incident</li> <li>• The names and roles of persons directly involved in the critical incident</li> <li>• The action taken by the Institute including any opportunities for improvement</li> <li>• The organisations and people contacted by the Institute.</li> </ul>
<i>Within 7-14 Days (as deem appropriate)</i>	<p>Following the incident, a senior management review will be undertaken, and recommendations will be placed in the continuous improvement register if appropriate. Hawk Institute will put in place appropriate policy and procedures to ensure that the incident is not repeated.</p>

END

**Related documents**

- Appendix 1: Critical incident report form
- Appendix 2: Sample Letter: Letter sent to parents
- Appendix 3: Critical incident checklist

## Appendix 1: Critical Incident Form

### Critical Incident Form

#### Part A

<b>Details of the person completing the form</b>	Name			
	Phone no:			
	Email:			
<b>Date and Time of the incident</b>				
<b>Location of the incident</b>				
<b>Brief description of the incident</b>	Type of Incident:			
	Description of Incident:			
<b>Name and contact details for witnesses to the incident</b>				
<b>Was anyone injured?</b>	No (Complete Part C)		Yes (Complete part B)	

#### Part B

<b>Details of the Injured Person</b>	Name			
	Gender	<input type="checkbox"/> Male	<input type="checkbox"/> Female	<input type="checkbox"/> Other
	Date of Birth			
	Contact details			
	Emergency contact details			
<b>Description of the injury</b>				
<b>Treatment required</b>	<input type="checkbox"/> No <input type="checkbox"/> First Aid <input type="checkbox"/> Doctor <input type="checkbox"/> Hospital admission <input type="checkbox"/> Other, please specify			

#### Part C

<b>Description of the damage</b>	
<b>Were there any other services involved/attended? (If yes, attach a copy of the report)</b>	



<b>Person/s involved:</b>		
<b>Name</b>	<b>Contact number</b>	<b>Address</b>
<b>Recommended actions taken by Hawk Institute</b>		
<b>Sign:</b>	<b>Date:</b>	



## **Appendix 2: Sample Letter- LETTER TO PARENTS** *(Sample letter in the event of a tragedy)*

### **Sample Letter**

Dear Parents,

The Institute has experienced (the sudden death/accidental injury) of xxstudentxx. We are deeply saddened by the incident.

*(Brief details of the incident, and in the event of a death, perhaps some positive remembrances of the person lost)*

We have support structures in place to help your child cope with this tragedy. (Elaborate)

It is possible that your child may have some feelings that he/she may like to discuss with you.

You can help your child by taking out time to listen and encouraging him/her to express his/her feelings.

If you would like to receive any advice or assistance, you may contact the following people at the campus:

[CEO/CEO]  
[Training Manager]  
[Student Services Officer]  
[Administration Manager]  
Phone no:

### Appendix 3: Critical incident checklist

#### Critical incident checklist

Questions	Yes	No	Any comments
Staff and the students are aware about the process followed during the critical incident.			
Team has been designated to provide support and guidance to the students.			
Safety of the student and others confirmed			
Incident reported to the Emergency services (By dialing 000- Police, Fire, Ambulance)			
Incident reported to the CEO			
Incident reported to any other person Please specify:			
CEO is present to liaise with the emergency services			
Critical incident has been supervised			
Immediate response was planned by the CEO.			
Families, students, staff and other relevant people have been informed.			
Written bulletin has been prepared if the matter is complex.			
Students are offered with counselling and ongoing support.			
Staff members have been given brief description on how to deal with telephone/counter enquiries.			
Arrangements have been made for the Media management.			
Privacy legislation have been kept in mind before speaking to the media.			
Consulted with the emergency services before providing information to media.			
Written critical incident record is maintained			
Recommendation have been placed in continuous improvement register			
Written record of critical incident and action taken by Hawk Institute will be maintained for at least two years after the overseas student ceases to be an accepted student.			