



THE UNIVERSITY
of ADELAIDE
COLLEGE

Critical Incident Policy and Procedure

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Purpose

The University of Adelaide College (hereby referred to as “the College”) operated by Kaplan Higher Education Pty Ltd under the terms of the Preferred Pathway Provider Agreement entered into with the University of Adelaide (“the University”) is committed to providing a safe environment for all staff and students, contractors and visitors.

The College recognises that an incident or a critical incident may take place either on site at the College or off-site and may happen at any time of the day or night.

This policy is to help staff and students to respond to incidents that may cause trauma to individuals and which may also affect the College as a whole. The policy outlines procedures and reporting systems to cover preventative measures, immediate responses and follow-up actions to deal with immediate consequences and longer-term implications of a critical incident.

Scope and Responsibilities

This policy applies to all staff and students, contractors and visitors of the University of Adelaide College and it outlines support mechanisms and procedures for managing a critical incident and ensures that the College 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.

For students under the age of 18 years, the College also provides age specific support as required in Standard 5 of the National Code 2018 and the ESOS Act 2000.

All staff and students of the College must ensure that they have read and understand the Critical Incident Policy and that they are not placing themselves or anyone else at risk.

Policy Application

This policy applies to the College and demonstrates the College’s commitment to:

- protecting the health and safety of staff, students, contractors, visitors and the College community;
- identifying and preventing critical incidents;
- allocating appropriate resources and building relationships to manage critical incidents in compliance with the College’s legal obligations and standards;

- delivering the highest possible standard of health and safety for staff, students, contractors, visitors, the College community in the event of a critical incident;
- managing its reputation for the benefit of the students, staff and stakeholders;
- evaluating the effectiveness, adequacy and ongoing suitability of its critical incident responses; and
- compliance with relevant legislation.

Exclusions

This policy does not apply to minor injuries or accidents that affect an individual or isolated area(s) and do not pose any additional threat or risk to staff, students, contractors, visitors, property or affect the College operations and/or reputation.

These minor incidents will be managed under the WHS Policy (Accident and Incident Reporting).

Defining a Critical Incident

The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) defines a critical incident as “a traumatic event is a sudden event or situation” which may put staff and students under major stress both physically and emotionally. In assessing a critical incident, consideration must be given to the existing factors and mood of the staff and/or students at the time of the incident. It will also depend on how public the incident is, and the number of people affected.

Some examples of critical incidents are:

- any fatality, near fatality or incident likely to affect seriously a number of staff and/or students
- serious traffic accidents
- murder or suicide involving students/staff and their family members
- physical or sexual assault
- injury or death of a colleague
- fire, explosion, bomb threat
- hold-up or attempted robbery
- threats of violence to staff/students
- major theft or vandalism
- threat of HIV infection
- incidents involving pain or abuse of children
- incidents in which sights, sounds, or smells are distressing
- storms/natural disasters
- acute illness (physical or mental)
- a student under the age of 18 going missing.

Every critical incident is unique and will need to be dealt differently, according to the needs of the people affected. Non-life threatening events can qualify as critical incidents.

Critical Incident Management Team

The function of the Critical Incident Management Team (referred to as CIMT) is to manage the College's response to a critical incident, including:

- implementation of this policy;
- assessing risks and response actions;
- liaison with emergency and other services;
- communicate with and inform staff of incident details and updates as they occur;
- contact with students' parents, legal guardians and/or other appropriate contacts;
- liaison with other external bodies, such as homestays, carers or foreign embassies and consulates; and
- counselling and managing students and staff not directly involved in the incident.

The CIMT will set in motion a critical incident action plan to manage various aspects arising from the incident, including:

- creating and disseminating an action plan and its procedures;
- a review of the plan; and
- staff development and training.

It is the responsibility of the National Campus Director to determine if an incident is critical. In the absence of the National Campus Director, the responsibility will pass to the Deputy Director Operations.

If an incident is determined to be critical, the Managing Director (MD) and the Executive Director, International Education, Kaplan Australia will be informed immediately.

The National Campus Director will select the Critical Incident Management Team (CIMT) at the College level.

The CIMT may include the following staff:

- National Campus Director
- Deputy Director Operations
- Senior Business Development Manager
- Academic Managers
- Student Services Manager
- Accommodation Manager
- Building/Office Services Manager

If the incident involves a University under 18 students on a Welfare Arrangement managed by the College, the University of Adelaide Associate Director Student Life and/or International Student Support Coordinator is to be contacted. It is expected that should the University's Critical Incident Procedure be implemented, then any impact or required actions for affected students on Welfare Arrangements are reported by the University to the College's Student Success Advisor (U18).

In cases where a Critical Incident is of a high degree of impact, the CIMT may be comprised in part or whole by Kaplan senior executive staff.

Unless approved otherwise, media interviews in relation to incidents will be dealt with by the Kaplan Australia Managing Director.

The National Campus Director and Deputy Director Operations will liaise with the appropriate staff for debriefing after an incident.

The National Campus Director and Deputy Director Operations will liaise with the appropriate staff to review and update the Critical Incident Policy and Procedure after any critical incident and arrange annual training and any debriefing as required.

Prevention and Preparation

The College will conduct training and drills for relevant staff and will regularly review its safety and emergency procedures.

New staff to be made aware of the Critical Incident Policy and Procedure as part of the induction processes.

All students (including students under the age of 18) will be informed of this policy during Orientation session as part of emergency procedures.

Emergency evacuation notices illustrating the location of assembly in the event of a fire or other similar situation to be prominently displayed throughout the building.

Emergency wardens to be appointed and trained regularly in emergency procedures. Regular practice building emergency evacuations to be done.

First Aid officers are nominated and contact details available on the Emergency Contacts List.

The availability of appropriate emergency management procedures and resources and the development of safety measures to be monitored on a regular basis through the Kaplan Australia WHS Committee and relevant managers.

All staff and students are encouraged to report all incidents and/or possible safety issues to management.

The College will maintain an up-to-date Emergency Contacts List, to be displayed in common areas of the College facilities and on the website for easy access. This list will contain contact details of:

- First Aid Officers;
- Fire Wardens;
- WHS Committee Members;

- Critical Incident Management Team.

The Student Services team members are to maintain a contact list of all relevant community resources including:

- Medical authorities
- Police
- Funeral directors
- Religious leaders
- Ethnic group leaders
- Consular representatives
- Insurance -representatives
- Interpreters

Immediate Response to a Critical Incident

The first staff member on the scene should assess the situation.

In situations where there is risk to life or property, the incident or potential incident should be reported to emergency services on 000 (via landline or mobile phone). The type of emergency should be stated and whether fire, police or ambulance are required.

The National Campus Director, emergency wardens or other members of the CIMT will be contacted and provided with full details such as location, type of incident and details of any persons involved.

In consultation with the above, it will be determined if an evacuation of the building is required.

If necessary, evacuation procedures should be put in place before contacting the National Campus Director and the CIMT.

If the incident does not appear to require the immediate dispatch of Emergency Services, the National Campus Director should be notified immediately and given the full details of the situation including the exact location of the incident, the type of incident and details of any person or persons who may be injured, in distress or at risk.

On arrival at the scene of a critical incident, the National Campus Director, with other members of the CIMT, will be responsible for assessment. If it is assessed as a critical incident, the National Campus Director and CIMT will also be responsible for the assessment and co-ordination of responses to the incident, although other staff members may be co-opted as necessary to deal with specific aspects.

Ongoing practical assistance and emotional support to be provided for anyone involved in the incident. The College offers all students and staff free, confidential counselling if they are experiencing any distress and during critical incidents through Employee Assistance Program (LifeWorks).

In the situation where a Campus or Service Closure is required for safety, weather, utility failure or other adverse conditions, the CIMT may initiate a recommendation for the Campus and/or Service to close if closure has not been directed by Emergency Services.

The National Campus Director in consultation with Kaplan Australia Managing Director can approve the closure of a Campus or Service.

Off-campus Incidents - If the critical incident involves a student or staff member and is off-campus, the person receiving the information must immediately contact the National Campus Director or a member of the CIMT. If required a meeting is to be called for the CIMT.

Actions to be undertaken by the Critical Incident Management Team:

- **Identify** the persons affected by the critical incident. This can include students, student family members, and staff. Allow or assist them to contact family or close friend to advise them of the situation sensitively.
- **Create** for themselves a clear understanding of the known facts.
- **Ensure** the site and any items associated with the incident are undisturbed if it is a police matter or if SafeWork SA inspectors need to be involved.
- **Recommend** a response in terms of personnel and resources to the National Campus Director on the basis of an assessment of needs and priorities.
- **Notify** relevant University staff if University Under 18 students on Welfare Agreements are affected.
- **Initiate pastoral care** Personal contact will be made with individuals including victims and other persons affected by the incident. This may include family members, staff, host family members, other students.
- **Establish an appropriate information point** Up-to-the-minute, accurate information to staff, students, families of those involved, helpers, and the media will be required.
- **Provide a quiet area** A quiet area will be established for the use of victims and/or their families. This area shall be protected from intrusion by anyone not immediately affected in the incident.
- **Complete** the Critical Incident Report form and if an employee is affected then also complete Accident/Incident Reporting Form within 24 hours of the incident and send to People and Culture.
- **Record** decisions taken during any meetings conducted by the CIMT.

Dealing with an Unexpected Death

When Someone Dies

When death occurs, the first practical consideration in most cases will be the need for a doctor's attendance. In Australia today, relatively few people die at home and in most cases the medical necessities and formalities will be taken care of by the relevant hospital or other authorities.

The deceased's doctor or the hospital authorities will explain what steps, if any, are required to establish the cause of death and complete the necessary death certificate. Meanwhile, the family may begin making their desired funeral arrangements, which can be completed when the death certificate has been signed.

Police Involvement

The police are required to investigate all cases of sudden unexpected death. Police actions include:

- reporting such deaths 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—for example, interviewing witnesses and others who may have been involved, collecting clothing and other items for use in evidence, delivering specimens for analysis.

Coronial Investigation

Every death reported to the Coroner must be investigated. The body of the deceased will be taken to the morgue where it may be viewed by the relatives but not touched. Once the coronial inquiries are complete (and this may take some time), the body will be released to funeral directors to await instruction from the next of kin. At this stage the body may be touched.

Post Mortems (Autopsies)

Most reported deaths require a post mortem examination to determine the medical cause of death. This usually involves an internal and external examination of the body, and of tissue, organ and blood specimens taken from the body. Cultural and religious objections to a post mortem may be discussed with the coroner or a court social worker by the family member. However, these objections very rarely influence the coroner's decision to conduct an autopsy.

Inquests

An inquest is a public hearing before a coroner (and occasionally a jury) to decide the circumstances of death. Once initial investigations are completed, the Coroner may (as in 90% of cases) dispense with an inquest. However, the Coroner may order an inquest or, in certain circumstances (such as murder), an inquest may be legally required.

Funeral Information

This information is taken from materials published by the Australian Funeral Directors Association. A variety of reading material is available. Inquiries may be directed to:

Australian Funeral Directors Association

Website: <http://afda.org.au/>
Box 291
VIC 3102
9966

PO
Kew East
Phone 03 9859
Email info@afda.org.au

Arranging a Funeral

When faced with having to make funeral arrangements, most people have no prior experience in organising such an event, and little idea of what to do. Initial interviews with the funeral director can be at a location nominated by the CIMT. While some people may have a clear knowledge of the arrangements they want to make, others may want to consider a myriad of alternatives before making any decisions. The funeral director is there to guide and advise on the many matters which need to be considered.

Decisions to make will include:

- Time and location of the funeral
- Type of service
- Burial/cremation (reflection of the religious or ethnic attitudes and family traditions)
- Type of coffin
- Viewing arrangements
- Choice of participants
- Floral arrangements, motor vehicles and other relevant matters

The Funeral Director

The funeral director will take responsibility for arranging, with the family concerned, the time and place for an appropriate funeral service by coordinating and liaising with clergy members, doctors, hospitals and cemetery or crematorium officials.

The funeral director will lodge notices in the press, arrange floral tributes, provide a hearse and other vehicles, a funeral chapel and any other facilities and personnel required to carry out the wishes of the family being served.

All official forms must be completed and taken to the appropriate people at the right time. The funeral director, for example, registers the death with the Registrar of Births, Deaths and Marriages.

The funeral director ensures that human dignity both deceased and the survivors is preserved and performs tasks in a sensitive and understanding manner.

The Funeral Ceremony

All reputable funeral directors are able to provide a broad range of services to suit the precise requirements of the bereaved family. Funerals can be as different as the people they are for, with their main purpose being to help the bereaved in the first stages of grief.

The order, style and content of service can all be varied to suit the family's needs. A personal tribute from a family member or close friend, or perhaps including appropriate cultural traditions, may make the service more meaningful.

Special Circumstances

Deaths from Suicide and AIDS may sometimes present special problems because of old religious discrimination and/or social stigma. Nevertheless, the need for people to mourn and the rituals of the funeral are still essential for friends and family.

When there is no body (e.g.: drowning accidents, abduction) it is still important to acknowledge the life of the deceased and help the family and friends to accept that death has occurred. A special memorial service to allow everyone to say goodbye and be able to get on with their grieving is essential. The use of photos, significant objects associated with the deceased's life, and perhaps candles are a great help to use in place of the body with the consent from the family members.

Grieving

Grief is not a single response, but a complicated series of feelings, emotions and even physical manifestations of a person's reaction to the bereavement.

Grieving is an intensely personal process. Each death is unique, and everyone affected will respond differently. Most survivors however, will pass through similar stages of grief from initial shock, numbness, and often denial and anger to realisation, acceptance and finally re-adjustment.

The intensity of grief experienced will be affected by a number of factors, including the degree of attachment to the deceased and the duration and quality of relationship with them. The greater the attachment, the longer it is likely to take to resolve grief.

However, it is not the passage of time itself which brings resolution, but the working through of stages of grief. A meaningful funeral service can play a significant part in the crucial early stages of grieving.

Recovery Timeline

The successful management of critical incidents depends on the College taking appropriate action and providing support during and after a critical incident.

The recovery timeline following a critical incident will vary depending on the circumstances and on individual's way of coping with such events.

Follow-Up Action to a Critical Incident

The Critical Incident Management Team will assess the need for the following and liaise with appropriate persons for implementation:

- Monitor the need and where appropriate provide access to professional counselling for those affected by the incident. Consult a professional counselling service for assessment of the need for counselling and for the provision of counselling services as required. This includes immediate counselling, follow up counselling, further debriefing and the possibility of on-going counselling for individuals depending upon circumstance.
- Provide an incident debriefing for staff and students involved in the incident. Various types of debriefing sessions may be held, depending on circumstances and the need, including:
 - Technical debriefing e.g. building, facilities and equipment;
 - Critical incident stress debriefing and/or initial defusing (offered to those affected and conducted by professional counsellors, trained in Critical Incident Stress debriefing);
 - Critical Incident Management Team debriefing to take place within 24 hours.
- The CIMT to investigate the incident within 24 hours to record all facts and data about the incident.
- Provide assistance to family members should an international student die or sustain serious injury. This may include:
 - hiring interpreters
 - providing guidance for making arrangements for hospital/funeral/memorial service/repatriation
- Provide all those affected by the incident with access to factual information. The Educational Services for Overseas Students Act 2000 (ESOS Act) and the National Code 2018 require the College to notify the Department of Education and Training and Department of Home Affairs as soon as practical after the incident and in the case of a student's death or other absence affecting the student's welfare, the incident will need to be reported via the Provider Registration and International Student Management System (PRISMS).
- All records created as a result of a critical incident must be retained in accordance with the College's record keeping requirements, including final reports and outcomes as well as all actions taken to improve so that such events are not repeated.

Evaluation

The National Campus Director is responsible for assigning a member of the CIMT to prepare a detailed report of the management of the incident for the National Campus Director and the Critical Incident Management Team. The CIMT will meet within one month to consider the College's response to the critical incident. The report will be used by the Team to evaluate the response and recommend changes to policy and procedures.

Managing the Media

Each critical incident is unique, and the dynamics of each situation will have to be assessed when it occurs. It is important that a structured approach to media management is developed and is included in the management plan to ensure the most positive and supportive response from the media.

Taking Media Calls

The Managing Director, Kaplan Australia will handle all media enquiries including handling the initial media calls. The Executive Director, People and Culture will be able to answer questions addressed by staff. Other staff contacted by the media should direct all questions to the MD, Kaplan Australia. While the MD, Kaplan Australia will aim to answer questions accurately, it may be necessary to explain to the media that they are unable to answer their questions at this time because of the sensitive nature of the issue or they do not have the information available. It may be necessary for them to check with the police, ambulance or fire brigade etc., before making a statement.

Emergency Contacts

Students are informed through the arrival guide and at the time of orientation of the College's emergency contacts in case of an emergency. An Emergency Contacts List is displayed in the common areas of the College as well as on the College website for easy access.

Students are also informed to dial 000 for emergency requiring police, fire brigade and ambulance.

Student Records

In the student management system, comments regarding student issues are entered into the diary notes and welfare tab areas. In addition to the database, a student file note system is used, keeping all records and scanned copies of student details in the share drive. This enables student issues to be monitored.

Student details to be maintained, this should include the following information:

- Coloured Photograph
- Copy of Passport, including number, photo page, and visa page
- Student's address and telephone number
- Emergency contact telephone, with next of kin details, agent or sponsor (if applicable)
- Any other identification details—student ID, course details, medical conditions, allergy information etc.

Being prepared

How does one prepare for dealing with a critical incident in a cross-cultural setting?

The attitude we assume is of the utmost significance. The idea is to gain knowledge in advance, whenever possible.

- Expect the unexpected. Not everything occurs between 9am and 5pm.
 - Do not be easily upset or disturbed by even the most extreme situations.
 - Convey empathy and respect for the emotions of those involved.
 - Worry and fear should not be conveyed to the person
 - Provide a sense of stability and strength.
 - Be able to alleviate tension and anxiety.
 - LISTEN - to what is said.
 - LISTEN - to what is not said.
 - Create a personal equilibrium between your own values and those of a different value system but keep the values of the client foremost in your mind.
 - There will be times when you are unavailable. Don't be consumed by guilt. As long as policy and procedures are in place, there will be someone else who can step in and fulfil the required role.
 - Network with ethnic groups in the local community. Keep a list of useful contacts who may be able to assist in matters not directly related to the college: religious customs, family support, interpreters, embassy or consulate contacts.
 - It is not always important to remain within the specific religious affiliation to receive help in an emergency. Helping, coping, counselling skills are not religiously oriented...sensitivity is common to all members of the clergy. Keep this in mind when seeking assistance.
 - Learn as much as you can from foreign nationals about how they would deal with specific scenarios
- Ask questions:
- “How should the body of a Muslim car accident victim be handled when the Coroner demands an autopsy and religious custom prohibits?”
 - “How does one act at a Chinese Buddhist funeral service? What is the proper way to express condolences?”
 - “How is mental illness regarded in your country?”
 - “What is the attitude toward rape in your country?”

Preparing others

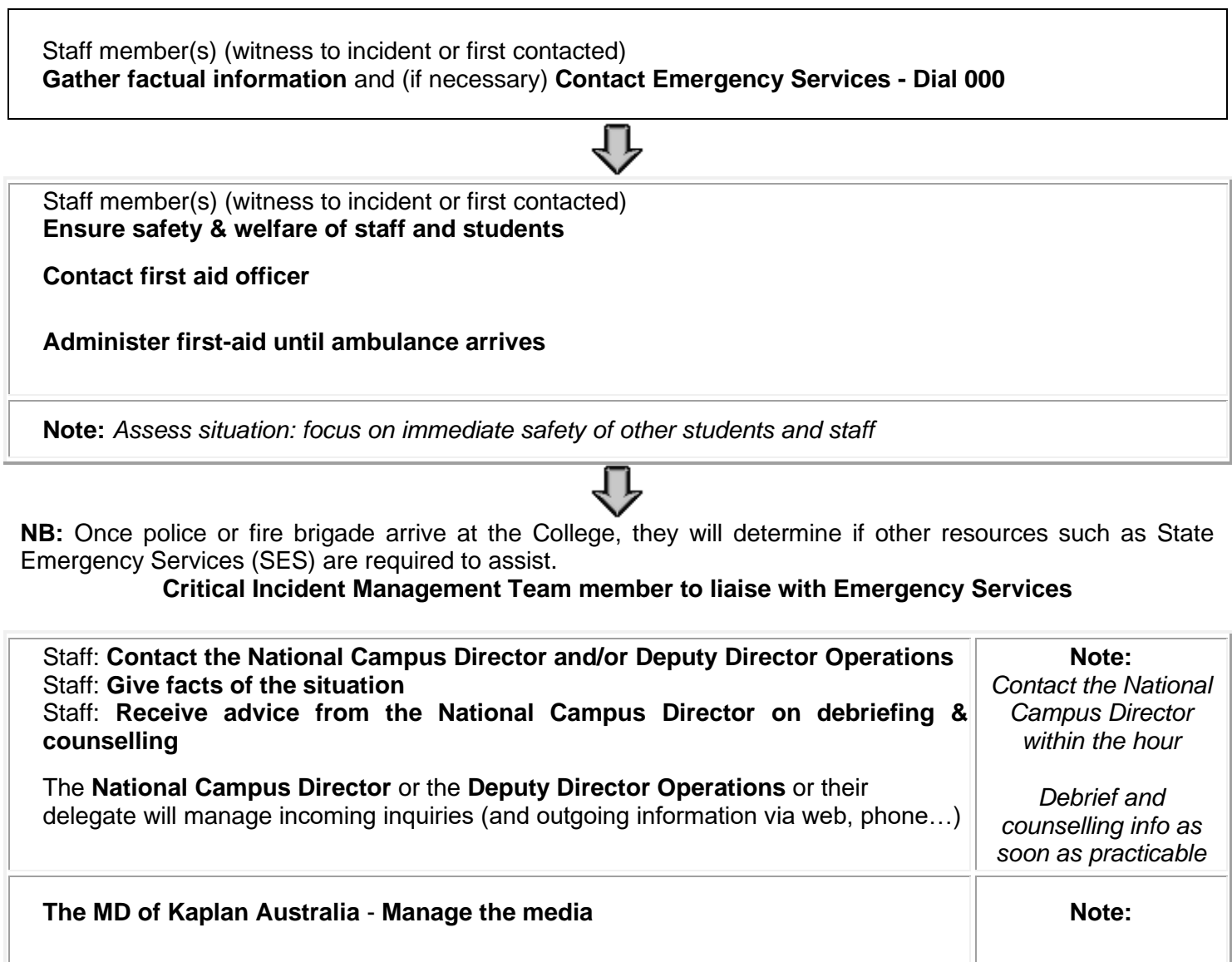
Many staff respond that they are not qualified to handle international students in crisis. Eradicate this ‘us and them’ attitude by engendering teamwork among staff with regard to assisting international students. Let them know that they can be of invaluable assistance in a crisis by offering short-term training and workshops.

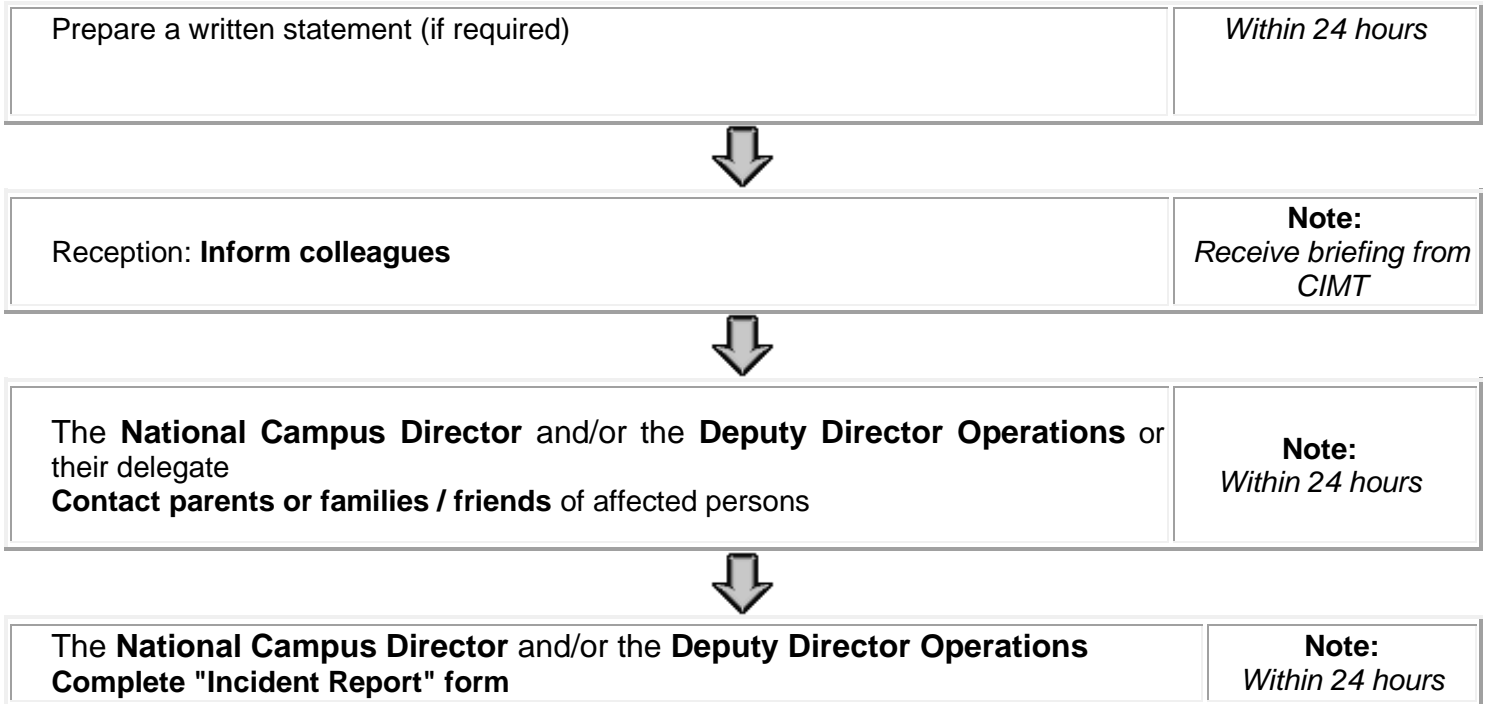
Following are a few items to consider:

- Establish and maintain your own network of ‘contacts’. Try to include as wide a variety of types and levels of staff as possible.
- Keep in regular contact whether formally or informally, as these contacts will be your most reliable allies at a moment's notice.
- Conduct training regarding the Critical Incident Policy for International Students. It is important for staff to be aware of the existence of such a policy.
- Conduct a resource workshop to locate all relevant community resources in your immediate local area: Funeral Directors, Police and Medical Authorities, Religious Leaders, Ethnic Group Leaders, Media Representatives, Insurance Representatives, local Embassy or Consular representatives.

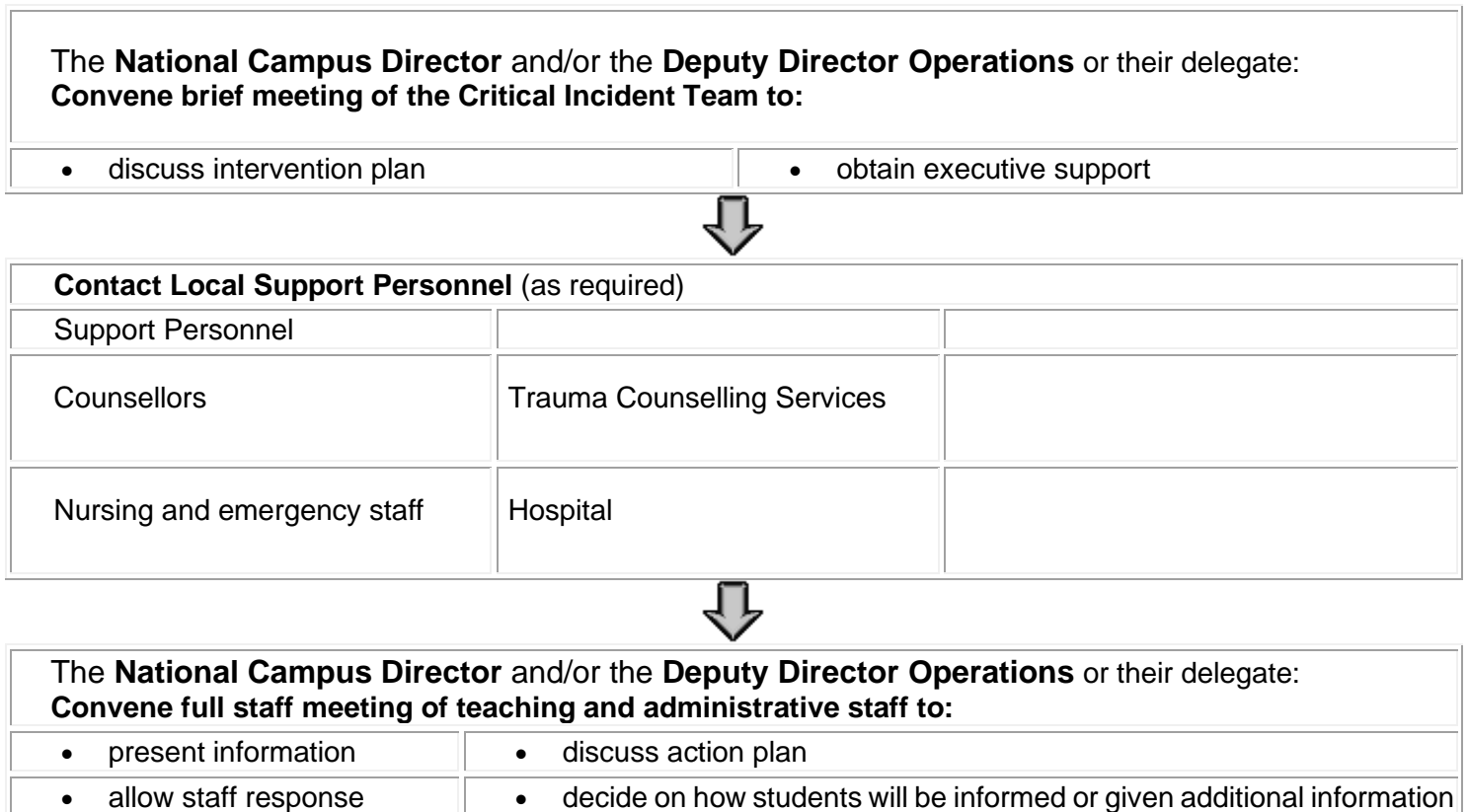
- Coordinate and conduct a Mock Exercise to simulate a Critical Incident and have the exercise observed and assessed by an outside party.
- Follow up with a debriefing and feedback session, inviting Counsellors to educate participants about Stress Management, Post-Traumatic Stress and general counselling principles when dealing with international students.
- Conduct general Cross-Cultural Awareness training at regular intervals.

Critical Incident Management - Flowchart





Additional Action (when and if appropriate)





The **National Campus Director** will ensure the **set-up of a recovery room in the college:**

- | | | |
|------------------|----------------------|---------------------|
| • provide fluids | • comfortable chairs | • support personnel |
|------------------|----------------------|---------------------|



The **National Campus Director**, or their delegate: **Inform students of:**

- | | |
|-------------------------|--|
| • facts of the incident | • school actions |
| • counselling services | • allow student discussion or response |



The **National Campus Director** and or **Counsellors** convene with first aid officers:

Identify "at risk" students and staff

Be aware of others who have experienced trauma

List of students involved



The **National Campus Director** and/or the **Deputy Director Operations** or their delegate:

Contact parents or families of "at risk" students and staff



The **National Campus Director** and/or the **Deputy Director Operations** or their delegate:

Arrange debriefing for "at risk" students and staff

Organise for referrals to professional counsellors if required



Student Services/Counsellor... **Inform all parents via phone!!!**

- | | |
|---|--------------------------------|
| • the facts of the critical incident | • the college's response plans |
| • possible reaction of students | • sources of help for families |
| • encourage two-way communication between parents and the College | |



Critical Incident Management Team: **Restore the college to regular routine as soon as practicable**

- all staff can help here



Critical Incident Management Team: **Obtain updated factual information**

- continue to inform staff, students and parents



Critical Incident Management Team: **Continue to monitor well-being of students and staff**

All staff to report new information to Critical Incident Management Team

Staff may use rapport with students to counsel or refer on to professional body.
Critical Incident Management Team to be informed of all referrals.
Recovery time for staff involved.

Relevant Legislation

Higher Education Standards Framework (Threshold Standards) 2015

<https://www.legislation.gov.au/Details/F2015L01639>

Education Services for Overseas Students Act 2000 (ESOS Act)

<https://www.legislation.gov.au/Details/C2017C00292>

National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)

<https://www.legislation.gov.au/Details/F2017L01182>

Work Health and Safety Act 2011

<https://www.legislation.gov.au/Details/C2018C00293>

WHS Acts, Regulations and Codes of Practice

<https://www.business.gov.au/risk-management/health-and-safety/whs-oh-and-s-acts-regulations-and-codes-of-practice>

Privacy Act 1988

<https://www.legislation.gov.au/Details/C2019C00025>

Children and Young People (Safety) Act 2017

[https://www.legislation.sa.gov.au/LZ/C/A/Children%20and%20Young%20People%20\(Safety\)%20Act%202017.aspx](https://www.legislation.sa.gov.au/LZ/C/A/Children%20and%20Young%20People%20(Safety)%20Act%202017.aspx)

Related Policies

Kaplan Australia and New Zealand Privacy Policy

Kaplan Australia and New Zealand WHS Policy

Bullying and Harassment Policy

Management and Monitoring of Students under the Age of 18

Records Management Policy

All policies to be found on the College website at following link:
<https://college.adelaide.edu.au/about/policies-and-procedures/>

Amendments

The College reserves the right to amend this policy at its discretion. All changes and amendments to our policies are published on the College's website at following link:
<https://college.adelaide.edu.au/about/policies-and-procedures/>

Questions

If you have any questions or comments about this Critical Incident Policy and Procedures, please contact Student Services or Reception. If you do not have any questions the College presumes that you understand and are aware of the rules and guidelines in this policy and will adhere to them.

Version Control and accountable officers

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

Policy Category	Legal
Responsible Officers	General Counsel and Executive Director – People and Culture
Implementation Officer	National Campus Director, The University of Adelaide College
Review Date	March 2020
Approved by:	
Corporate Board	

Version	Authored by	Brief Description of the changes	Date Approved	Effective Date
2.0	Quality, Regulations and Standards Team	<p>Reviewed and updated policy to meet legislation requirements.</p> <p>Added legislation information and related policies with links to websites where these can be found.</p> <p>Added the Critical Incident Flowchart and other resources to be used should it be required.</p>		

Emergency Contact List

WHS Committee Members		
Name	Position	Contact Phone Number
Fire Wardens		
Name	Position	Contact Phone Number
Debbie Armstrong	Manager Student Services (Accommodation and Administration)	8313 3430
Thu Trotter (Chief Emergency Warden)	Student Services Manager	8313 9806
Ewa Rutt	Manager Student Services DT program	8313 8074
Elizabeth Stuart	A/Deputy Director Operations	0413 908 872
Salima Lakhani	Deputy Director Operations	8313 6793
First Aid Officers		

Name	Position	Contact Phone Number
Debbie Armstrong	Manager Student Services (Accommodation and Administration)	8313 3430
Thu Trotter	Student Services Manager	8313 9806
Critical Incident Management Team (CIMT) Members		
Name	Position	Contact Phone Number
Siobhan Guy	National Campus Director	+61 (0)8 83137314
Salima Lakhani	Deputy Director Operations	+61 (0)8 83136793
Elizabeth Walker	A/Deputy Director Operations	+61 413 908 872
Thu Trotter	Student Services Manager	+61 (0)8 8313 9806

Checklist for Immediate Response

Check	Item
<input type="checkbox"/>	Contact with next of kin/significant others—what is the most appropriate manner of contact? This will include accommodation owners/host family.
<input type="checkbox"/>	Identification of those students and staff members most closely involved and therefore most at risk.
<input type="checkbox"/>	Personal friends/family of those involved
<input type="checkbox"/>	Others who have experienced a similar past trauma. Other students, staff, supervisors etc.
<input type="checkbox"/>	Locating the student and talking with them for details. Ensuring they are receiving appropriate medical/psychological attention
<input type="checkbox"/>	Decide who will liaise with police, doctors, hospital staff and other relevant parties
<input type="checkbox"/>	Obtain legal advice
<input type="checkbox"/>	Guidelines to staff about what information to give to students
<input type="checkbox"/>	Arrangements for informing staff and students. A written bulletin to staff if the matter is complex.
<input type="checkbox"/>	Briefing staff and delegating a staff member to deal with telephone/counter inquiries
<input type="checkbox"/>	Managing media/publicity
<input type="checkbox"/>	Arrange a time and place for an initial group/individual debriefing session with professional counsellor/s.
<input type="checkbox"/>	In this session, an opportunity is given to share the impact of the event, discuss various interpretations of the event in cultural/ethnic terms, the resulting sense of vulnerability, the experience of painful emotions and the normalisation of reactions.
<input type="checkbox"/>	Organise a tasks timetable for the next hour/s, day/s etc.
<input type="checkbox"/>	Plan ongoing feedback and regular meetings so that the coordinating team is continually in touch and working together
<input type="checkbox"/>	Confirm access to emergency funds if necessary

Ongoing and Following-Up Response Checklist

Following items may need to be discussed at subsequent meetings:

Check	Item
<input type="checkbox"/>	Who is the decision maker?
<input type="checkbox"/>	Who will follow up?
<input type="checkbox"/>	Availability of mobile phones
<input type="checkbox"/>	Notification of and liaison with Sponsor/Agent if applicable
<input type="checkbox"/>	Arrangements for visits to/from Family
<input type="checkbox"/>	Liaison with Police, Doctors, Hospital Staff
<input type="checkbox"/>	Hiring Independent Interpreters
<input type="checkbox"/>	Begin writing an incident report for college records
<input type="checkbox"/>	Assist with Funeral/Memorial Service Arrangements
<input type="checkbox"/>	Refund of student's fees to pay repatriation or associated expenses
<input type="checkbox"/>	Consideration of personal items and affairs (household and academic)
<input type="checkbox"/>	Insurance Matters, WSC Coverage, Ambulance Cover
<input type="checkbox"/>	Formal Stress Management interventions required for students and/or staff (release from classes, leave, rescheduled assessment or exams)
<input type="checkbox"/>	Liaison with Academic Staff

<input type="checkbox"/>	Arrangements for further debriefing sessions for groups/individuals as required
<input type="checkbox"/>	Liaison with Department of Home Affairs if studies will be interrupted
<input type="checkbox"/>	Fees issue to be resolved if student cannot continue with their studies
<input type="checkbox"/>	Legal Issues: helping students get access to legal assistance if required.
<input type="checkbox"/>	Arrangements for further debriefing sessions for groups/individuals as required
<input type="checkbox"/>	Follow up condolence or other letters to Family
<input type="checkbox"/>	Financial Assistance for families of affected person(s) if residing in Australia
<input type="checkbox"/>	Organising students/staff for hospital visits

Letter Templates

Letter to Parents

(Sample letter in the event of a tragedy)

Dear Parents,

The College has experienced *(the sudden death, accidental injury)* of one of our students. We are deeply saddened by the death/events.

(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 time to listen and encouraging them to express their feelings.

If you would like advice or assistance you may contact the following people at the college: The National Campus Director

Yours sincerely,

Letter to Parents of Students under the Age of 18

(Sample letter requesting consent for involvement of outside professional/s)

Dear Parents,

Following the recent (tragedy, ...) we have arranged professional support for students in the College who need particular help. (.....) is available to help us with this work. This support will usually consist of talking to students, either in small groups or on a one-to-one basis and offering reassurance and advice as appropriate.

Your son/daughter has been identified as one of the students who would benefit from meeting with the psychologist. If you would like your child to receive this support please sign the attached permission slip and return it to the school by _____.

If you would like further information on the above or to talk to the psychologist, please indicate this on the slip or telephone the College.

Yours sincerely,

Staff...

Title...

Complete details and return

.....

I/We consent to having our daughter/son met by a psychologist.

I/We understand that my daughter/son may meet the psychologist(s) in an individual or group session depending on the arrangements which are thought to be most appropriate.

Name of student:

Date of Birth:

I would like my daughter/son to receive the support being offered by the psychologist.

Signed.....(Parent/Guardian) Date

Critical Incident Register (Examples)

Campus	Date & time of incident	Date & time incident reported to College	Staff member/ Reporting staff	Place incident took place	Person affected	
					Student/Staff ID (If applicable)	Full name
<i>Example: UoAC or KBS</i>	<i>1-Jan-17</i>	<i>1-Jan-17</i>	<i>Joe Bloggs</i>	<i>Level 1, 132 Grenfell Street Room 103</i>	<i>123456</i>	<i>Adam Smith</i>

Witness? If so please detail	Type of incident: Disaster /Drugs /Sex Offence /Medical emergency /Intruder /Police /Weapons /Actual physical violence /Threat of physical violence /Verbal abuse/ Other (please specify).	Description of incident	Description of action taken	Police involved: action taken or likely by Police e.g. notified by phone, attendance, advice sought, police report number.
Yes: Jonathan Citizen (student) Mob: 0404 040 040	Medical emergency	Student collapsed during lecture after complaining that he was suffering several abdominal pains.	The first aid officer was called to the student immediately; the first aid officer attended the student & requested an ambulance be called. The student was accompanied to hospital by a friend (fellow student Jonathan Citizen).	Police not involved.

Description of post incident follow-up	Status: Open/Closed	Last date contacted	Contacted by	

				Filed (soft copy and/or hard copy)
<p><i>Student recovering from surgery to remove appendix. Student will be unable to continue their studies this trimester.</i></p> <p><i>Student's studies have been deferred to next trimester - EDUPoint & PRISMS updated.</i></p>	<i>closed</i>	<i>05-Jan-17</i>	<i>Joe Bloggs</i>	<i>yes</i>

Critical Incident Report Form

Section 1: Background

Date of incident:	
Time of incident:	
Place of incident:	
Person affected:	
Witness Name:	
Witness Contact no:	
Witness Email:	
Type of incident (please check relevant box):	
<input type="checkbox"/> Disaster— <i>e.g. natural (fire/flood) or physical (gas leak, burst water main)</i> <input type="checkbox"/> Drugs <input type="checkbox"/> Sex offence <input type="checkbox"/> Serious medical / injury / health emergency <input type="checkbox"/> Intruder(s) <input type="checkbox"/> Weapons – <i>describe weapons and method of use (or carried)</i> <input type="checkbox"/> Actual physical violence <input type="checkbox"/> Threat of physical violence	

<input type="checkbox"/> Verbal abuse
<input type="checkbox"/> Other Please Specify: _____

Section 2: Incident

Clear Concise Description of the Incident:

Police involved—*action taken or likely by Police—attendance, notified by phone, advice sought, police report number. Please detail:*

Section 3: Action taken by the College

Clear concise description of the action taken by the College:

Section 4: Follow up (post-incident)

Clear concise description of the post-incident follow-up by University of Adelaide College:

Section 5: Reporting staff

National Campus Director's comments:

Signed: _____ Dated: _____

Incident Notification Form

Note: Please complete this form and submit to HR within 24 hours of the incident taking place.

Personal Details									
First Name:					Surname:				
Residential Address:	Street Name:								
	Suburb:						Post Code:		
Home phone number:					Mobile phone number:				
Date of Birth:	___/___/___		Gender:	Male/Female		<i>Please circle</i>			
Employment Details									
Job Title:					Department:				
Status: <i>Please circle</i>	Full Time	Part Time	Casual	Contractor	Guest	Other			
Shift commenced:	___ am/pm		Rostered finish time:			___ am/pm			
Next rostered shift:	___/___/___		From:	___ am/pm		To:	___ am/pm		
Details of Accident/Incident									
Date of incident:					Time of incident:	_____		am/pm	
Location of incident:									
Describe the incident in detail:									

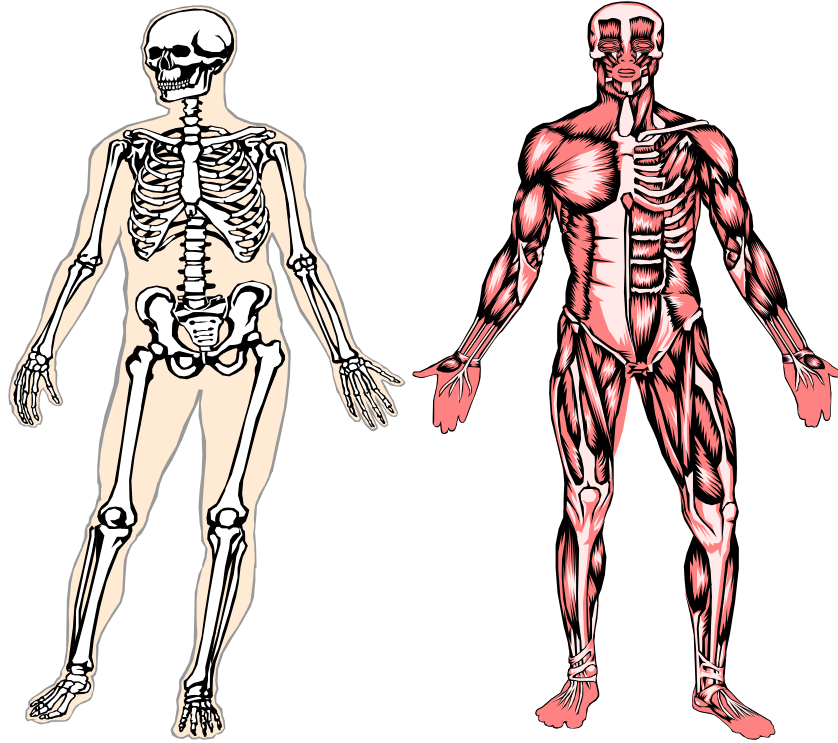
<p>Nature of Injury: <i>Please tick</i></p> <input type="checkbox"/> Abrasion/Laceration <input type="checkbox"/> Burn/Scald <input type="checkbox"/> Strain/Sprain <input type="checkbox"/> Fracture/Break <input type="checkbox"/> Bruising <input type="checkbox"/> Slip <input type="checkbox"/> Fainting <input type="checkbox"/> Other	<p>Body Location: <i>Please tick</i></p> <input type="checkbox"/> Head <input type="checkbox"/> Eye (left/right) <input type="checkbox"/> Arm (left/right) <input type="checkbox"/> Hand (left/right) <input type="checkbox"/> Leg (left/right) <input type="checkbox"/> Foot (left/right) <input type="checkbox"/> Torso/back <input type="checkbox"/> Other	<p>Medical Treatment: <i>Please tick</i></p> <input type="checkbox"/> Nil required <input type="checkbox"/> Declined first aid <input type="checkbox"/> First Aid <input type="checkbox"/> Referred to Doctor <input type="checkbox"/> Referred to Hospital <input type="checkbox"/> Other _____ Treatment provided by:
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Witness to Incident

First Name:		Surname:	
Position:		Department:	
Witness account of the event:			
Witness Signature:		Date:	____/____/____

Authorisation

Injured Employee Signature:		Date:	____/____/____
Report completed by:			
Name:		Position:	
Signature:		Date:	
WHSO:			
Name:			
Signature:		Date:	____/____/____





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