



THE UNIVERSITY
of ADELAIDE
COLLEGE

Critical Incident Procedure

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Purpose

This document outlines the internal process for managing Critical Incidents at The University of Adelaide College (the 'College') and applies to all its campuses.

It covers the following:

- Prevention and Preparation
- What to do if there is a Critical Incident on-campus
- What to do if there is a Critical Incident off-campus
- Critical Incident Management Team Actions
- Dealing with an unexpected death
- Taking Media Calls
- Reporting
- Post-incident review
- Process Map
- Checklists, Forms and Letter templates

Prevention and Preparation

Prevention is vital to reducing the risk of a Critical Incident. The following should be in place to reduce the risk of Critical Incidents:

- All staff and students are informed of the relevant College and Kaplan policies during their induction at the College.
- All students, including those Under 18, will be informed about the Critical Incident policy and procedure as part of their orientation.
- Emergency evacuation notices will be prominently displayed throughout the building. These notices will contain the assembly location in case of a fire and information about fire wardens and first aid officers.
- The College will run two (2) emergency drills each calendar year during teaching time so that students and staff know the evacuation or lockdown procedures. After each emergency drill, the wardens will debrief to review how the drill went, learn new techniques and discuss areas for improvement.
- First Aid Officers will have up to date first aid certificates and their contact details and photographs displayed in common areas.
- Students and staff are encouraged to use Sonder (a 24/7 online safety, health and wellbeing subscription service, which Kaplan offers free of charge) to assist their safety and access mental health services 24/7.

- All permanent staff will be given mental health first aid training, which will be renewed every three years.

What to do if there is a Critical Incident on-campus

Staff on the scene

The first staff member on the scene should assess the situation and then call 000 if emergency services are required or 131 444 if non-urgent Police assistance is required.

When calling emergency services, state the type of emergency assistance required and your location.

If the matter requires immediate evacuation of the premises, the staff member will consult with emergency wardens, who will use the WHIP phone to announce an evacuation before notifying the National Campus Director and the Critical Incident Management Team (CIMT).

If the matter does not require an emergency evacuation, notify the National Campus Director and the CIMT immediately, providing complete details of the incident, including the following:

- Exact location of the incident.
- People involved.
- Any information about injury, distress or other risks.

Students

If a student witnesses a Critical Incident, they need to report it to the nearest member of staff who will then follow the Critical Incident procedure.

National Campus Director and CIMT

After the National Campus Director has determined that the incident is a Critical Incident, they and the CIMT will be responsible for continuous incident assessment to coordinate responses. Other staff members may be co-opted as necessary to deal with specific aspects.

The CIMT will organise ongoing practical assistance and emotional support for anyone involved in the incident. The College offers all students and staff free, confidential counselling if they are experiencing any distress during and after Critical Incidents through Employee Assistance Program (Sonder) and the College School Counsellor(s).

When a Campus or Service Closure is required for safety, weather, utility failure or other adverse conditions, the CIMT may recommend the Campus and/or Service to close if Emergency Services have not directed closure.

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

The National Campus Director will notify the University of Adelaide's Educational Policy & Compliance team (epc@adelaide.edu.au) and Associate Director, Student Wellbeing and Access of any Critical Incidents expect for incidents relating to ELICOS students as a matter of urgency.

What to do if there is a Critical Incident off-campus (within or outside Australia)

When the Critical Incident involves a student or staff member and is off campus (within or outside Australia), the person receiving the information must immediately contact the National Campus Director (or delegate).

Critical Incident Management Team Actions

Once established, the actions to be undertaken by the CIMT are:

- **Identify** the people affected by the Critical Incident. They can include students, student family members, staff or affiliates. Allow or assist them in sensitively contacting family or close friends to advise them of the situation.
- **Create** for themselves a clear understanding of the known facts.
- **Ensure** the site and any items associated with the Critical Incident are undisturbed if it is a police matter or if SafeWork SA or WorkSafe Victoria inspectors need to be involved.
- **Recommend** a response in terms of personnel and resources to the National Campus Director based on an assessment of needs and priorities.
- **Notify** the University's Educational Policy & Compliance team & Associate Director, Student Wellbeing and Access or delegate staff the Critical Incident (unless relates to ELICOS student).
- **Initiate pastoral care** by contacting individuals, including victims and others affected by the Critical Incident. They may include family members, staff, host family members, or other students.
- **Establish an appropriate information point** with up-to-the-date, accurate information to provide staff, students, families of those involved and helpers.
- **Provide a quiet area** for use by victims and/or their families. This area shall be protected from intrusion by anyone not immediately affected by the Critical Incident.
- **Complete** the Critical Incident Report form and if an employee is affected, also complete the *Health and Safety Issue Form* within 24 hours of the Critical Incident and submit it to People and Culture.
- **Record** decisions taken during any meetings conducted by the CIMT.

What to do if there is an unexpected death of a student

If a student dies unexpectedly, it can be traumatic for their family, College staff and students.

Ensure that emergency services have been called. A doctor, either at the scene or at the hospital, will need to establish the time and cause of death, as the Police are required to investigate all sudden and unexpected deaths.

The Police will notify the next of kin but may call upon the College Student Services Manager to provide them with next of kin details contained in the student management system.

If the death occurs on-campus, follow this procedure's 'What to do if there is an incident on-campus' section.

If the death occurs off-campus, follow the 'What to do if the incident occurs off-campus' section of this procedure.

Taking Media Calls

The Managing Director, Kaplan Australia (or nominee), will handle all media enquiries, including 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 enquiries to the Managing Director, Kaplan Australia. It may be necessary for the Managing Director, Kaplan Australia to check with the Emergency Services before making a statement to the media.

Reporting

The circumstances of each Critical Incident will determine whether a TEQSA Material Change Notification is required.

Kaplan will be responsible for notifying TEQSA of Critical Incident's relating to ELICOS Students. The Director, Quality and Assurance and Governance will determine whether TEQSA notification is required, any TEQSA notification will occur no later than 14 calendar days after Kaplan is aware of the incident. The University will be responsible for informing TEQSA of all other Critical Incidents.

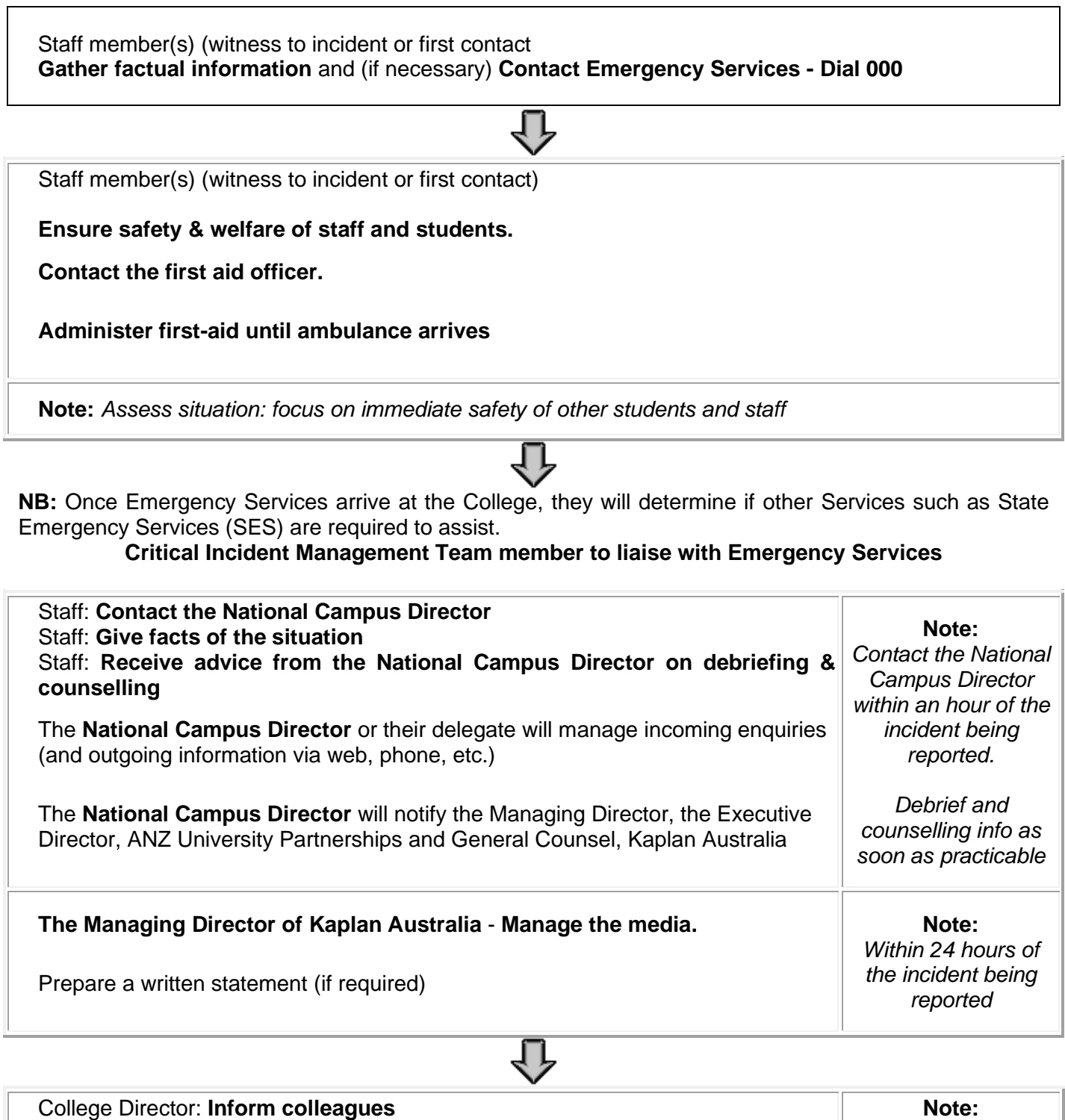
Post Critical Incident Review

After a Critical Incident has occurred and the immediate emergency has passed, the National Campus Director will assign a member of the CIMT to prepare a detailed report of the Critical Incident. This report must be submitted to the CIMT before the CIMT's review meeting, which occurs within 14 days of the Critical Incident being mostly resolved, and must contain the following:

- An overview of the Critical Incident.
- An evaluation of the response by the College.
- Any recommendations for changes to policy and/or procedure to prevent similar incidents or to improve responses.

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.

Process Map



	<i>Receive briefing from CIMT</i>
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The National Campus Director or their delegate Contact parents or families / friends of affected persons	Note: <i>Within 12 hours of the incident being reported</i>
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The National Campus Director: Complete "Incident Report" form	Note: <i>Within 24 hours of the incident being reported</i>
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Additional Action (when and if appropriate)

The National Campus Director or their delegate: Convene brief meeting of the Critical Incident Management Team to:	
• discuss intervention plan	• obtain executive support



Contact Local Support Personnel (as required)		
• Support Personnel	• Trauma Counselling Services	
• Counsellors	• Hospital	
• Nursing or other emergency staff		



The National Campus Director or their delegate: Convene full staff meeting of teaching and administrative staff to:	
• present information	• discuss action plan
• allow staff response	• decide on how students will be informed or given additional information



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:**

- | | |
|---|--|
| <ul style="list-style-type: none"> • facts of the incident | <ul style="list-style-type: none"> • school actions |
| <ul style="list-style-type: none"> • counselling services | <ul style="list-style-type: none"> • 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** or their delegate:
Contact parents or families of "at risk" students and staff



The **National Campus Director** or their delegate:
Arrange debriefing for "at risk" students and staff.
Organise for referrals to professional counsellors if required



Student Services/Counsellor **Inform parents [of affected student(s) via phone (interpreter if required)] with email communications to entire College community**

- | | |
|---|--|
| <ul style="list-style-type: none"> • the facts of the Critical Incident | <ul style="list-style-type: none"> • the College's response plans |
| <ul style="list-style-type: none"> • possible reaction of students | <ul style="list-style-type: none"> • sources of help for families |
| <ul style="list-style-type: none"> • 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 are to report new information to the CIMT.
In their support to students, staff may refer on to school counsellor or medical doctor.
Critical Incident Management Team to be informed of all referrals.
Recovery time for staff involved.

Checklist for Immediate Response

Check	Item Action
<input type="checkbox"/>	Identify students and staff members most closely involved and therefore most at risk
<input type="checkbox"/>	Locate the impacted staff and/or student and obtain details of the incident from them - ensuring they are receiving appropriate medical/psychological attention
<input type="checkbox"/>	Identify CIMT, decision-makers and assign roles and responsibilities – decide contact methods and share contact details
<input type="checkbox"/>	Contact with next of kin/significant others via most appropriate form of contact, including accommodation owners/host family and the family of those involved.
<input type="checkbox"/>	Decide who will liaise with Police, doctors, hospital staff and other relevant parties. Where possible and not impractical, the General Counsel should liaise with the Police.
<input type="checkbox"/>	Obtain legal advice from Kaplan Legal Team
<input type="checkbox"/>	Arrangements for informing staff and students. A written bulletin to staff if the matter is complex
<input type="checkbox"/>	Guidelines to staff about what information to give to students
<input type="checkbox"/>	Briefing staff and delegating a staff member to deal with telephone/counter inquiries
<input type="checkbox"/>	Manage media/publicity
<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
<input type="checkbox"/>	<p>Arrange a time and place for an initial group/individual debriefing session with professional counsellor/s.</p> <p>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</p>
<input type="checkbox"/>	Identify others who have experienced a similar past trauma. Other students, staff, supervisors etc. and offer support

Ongoing and Following-Up Response Checklist

The following items may need to be discussed at subsequent meetings:

Check	Item
<input type="checkbox"/>	Assign ongoing roles & responsibilities
<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"/>	Resolve fees if student cannot continue with their studies
<input type="checkbox"/>	Legal Issues: helping students get access to legal assistance if required
<input type="checkbox"/>	Follow up condolence or other letters to Family (strictly subject to legal review)
<input type="checkbox"/>	Financial Assistance for families of affected person(s) if residing in Australia
<input type="checkbox"/>	Organising students/staff for hospital visits
<input type="checkbox"/>	Notification to TEQSA has occurred within 14 days (if required)

College Emergency Contact List

WHS Committee Members	
Position	Contact Phone Number
Deputy Director, Operations	8313 6793
Fire Wardens	
Position	Contact Phone Number
Manager Student Services (Accommodation and Administration)	8313 3430
Student Services Manager	8313 9806
Student Success Advisor	8313 8074
First Aid Officers	
Position	Contact Phone Number
Manager Student Services (Accommodation and Administration)	8313 3430
Student Services Manager	8313 9806
Critical Incident Management Team	
Position	Contact Phone Number*
National Campus Director	+61 (0)8 8313 7314
Deputy Director, Operations	+61 (0)8 8313 6793
Student Services Manager	+61 (0)8 8313 9806

*Office phone numbers are redirected to mobile numbers after hours

Contact Details for Emergency Services and Ongoing Support Services

Template Information for Students, Staff and Visitors Affected by a Critical Incident

Emergency Contacts

- In an emergency, contact emergency services by dialling (000) triple zero.
- If you feel unsafe on campus or are concerned about someone else's safety, call the Campus emergency phone number on:
 - (04XX) XXX XXX – Adelaide
 - (04XX) XXX XXX – Melbourne
- If you have experienced sexual assault, you can contact:

Adelaide

- 1800 Respect on 1800 737 732 or online via www.1800respect.org.au, 24 hrs/day
- XXX Hospital (insert the contact details for the hospital closest to the campus)

Melbourne

- 1800 Respect on 1800 737 732 or online via www.1800respect.org.au, 24 hrs/day
- Sexual Assault Crisis Line on 1800 806 292 from 5pm to 9am the next day and throughout weekends and public holidays
- XXX Hospital (insert the contact details for the hospital closest to the campus)

External Contacts

Sonder provides a 24/7 multilingual safety and wellbeing service. You can connect via the Sonder app or (insert the phone number)

National Non-Emergency Police Assistance Line – contact **131 444**, 24 hrs/day.

Department of Home Affairs – contact **131 881**, 9am to 5pm, Monday to Friday or online via www.homeaffairs.gov.au

Templates

Letter to Parents of over 18 students directly impacted by the Critical Incident.

(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.

*[Note: If the victim is still alive, it is important **not** to identify the victim in writing to comply with the Privacy Act.]*

We have support structures in place to help our students cope with this tragedy.

(Elaborate) _____

If you would like advice or assistance, you may contact the National Campus Director by calling +61 8 8313 3430.

Yours sincerely,

Letter to Parents of Students under the Age of 18

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

Dear Parents/Guardians,

Following a recent tragedy, we have arranged professional support for students in the College who need 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 child has been identified as one of the students who may benefit from meeting with the School Counsellor. If you would like your child to receive this support, please sign the attached permission slip and return it by email (collegeservices@adelaide.edu.au) or in person at the school (Level 2, 132 Grenfell Street, Adelaide) by (date).

If you would like further information on the above or to talk to the School Counsellor, please indicate this on the slip or telephone the College on +61 8 8313 3430.

Yours sincerely,

Staff...

Title...

Complete details and return

.....

I/We consent to having our child met by the School Counsellor.

I/We understand that my child may meet the School Counsellor in an individual or group session depending on the arrangements which are thought to be most appropriate.

Name of student:

Date of Birth:

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

Critical Incident Register

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: Adelaide Melbourne</i>	<i>1-Jan-23 8.55am</i>	<i>1-Jan-23 9.00am</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 by Police e.g., notified by phone, attendance, advice sought, police report number.
<i>Yes: Jonathan Citizen (student) Mob: 0404 040 040</i>	<i>Medical emergency</i>	<i>Student collapsed during lecture after complaining that he was suffering several abdominal pains.</i>	<i>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).</i>	<i>Police not involved.</i>

Description of post incident follow-up	Status: Open/Closed	Last date contacted	Contacted by	Filed (soft copy and/or hard copy)
<i>Student recovering from surgery to remove appendix. Student will be unable to continue their studies this trimester. Student's studies have been deferred to next trimester – Kaplink / Studylink & PRISMS updated.</i>	<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"/> Sexual assault <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:
<input type="checkbox"/> Police involved— <i>action taken or likely by Police—attendance, notified by phone, advice sought, police report number. Please detail:</i>

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: _____ Date: _____

Incident Notification Form

Note: A College staff member is to complete this form and submit it to Kaplan People and Culture as soon as practicable and within 24 hours of the College being made aware of the incident taking place.

Personal Details										
First Name:							Last Name:			
Residential Address:		Street Name:								
		Suburb:					Post Code:			
Home phone number:					Mobile phone number:					
Date of Birth:		____/____/____		Gender:	Male/Female/Non-binary			Please circle		
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 /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:		Last Name:	
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:	____/____/____

