



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
- College emergency contacts and contact details for emergency and ongoing support services

## 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 the 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](mailto:epc@adelaide.edu.au)) and Associate Director, Student Wellbeing and Access, of any Critical Incidents, except 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 inspector 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 of the Critical Incident (unless it relates to an ELICOS student).
- **Initiate pastoral care** by contacting individuals, including victims and other members 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-date, accurate information to provide to staff, students, families and/or helpers of those involved.
- **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 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 Incidents relating to ELICOS students. The Director, Quality Assurance and Governance, will determine whether TEQSA notification is required, and 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.

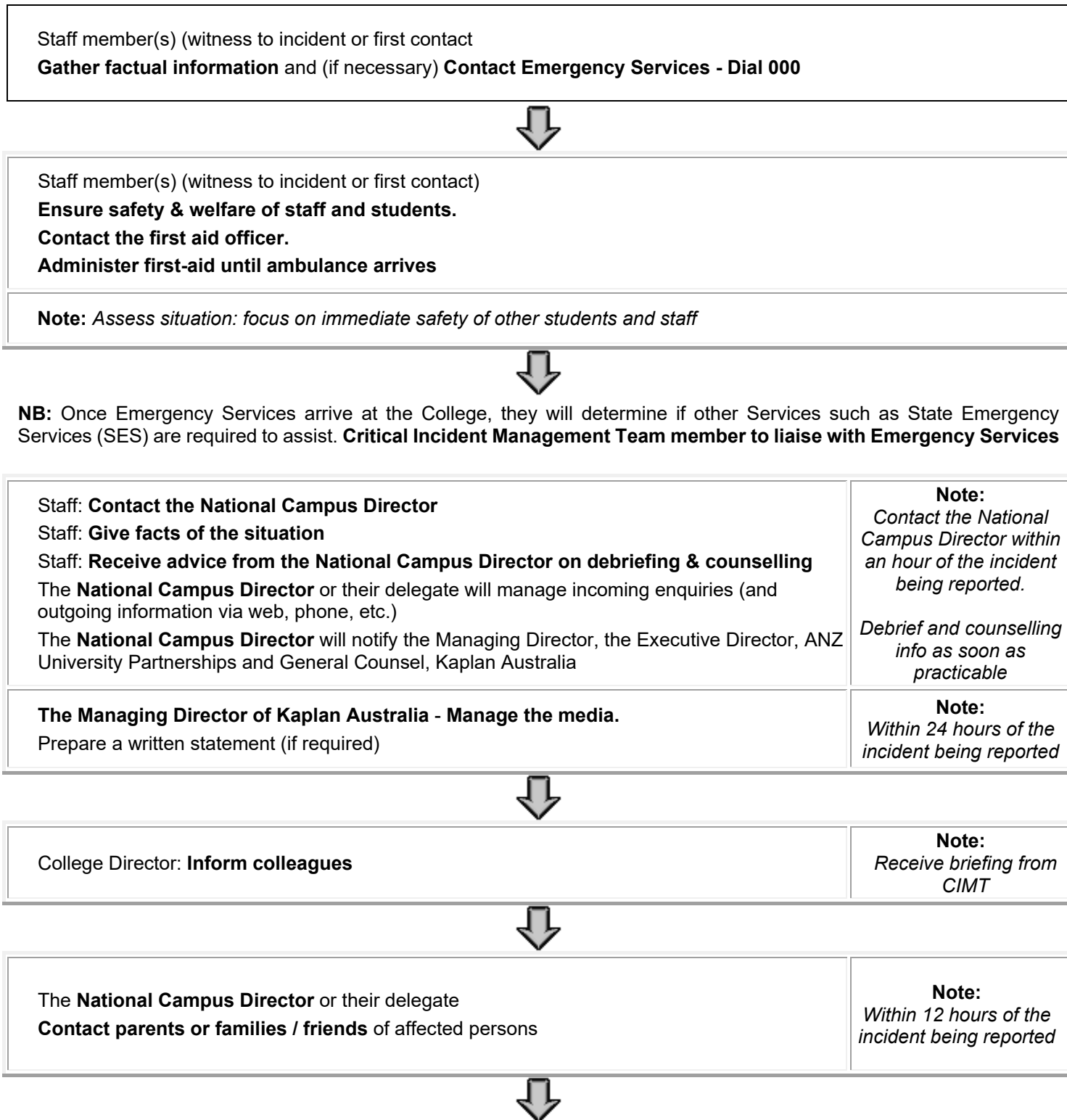
## Post Critical Incident Review

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



The **National Campus Director**:  
Complete "Incident Report" form

**Note:**  
*Within 24 hours of the  
incident being  
reported*

**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:**

- |                         |  |
|-------------------------|--|
| • 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** 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"> <li>the facts of the Critical Incident</li> </ul>                              | <ul style="list-style-type: none"> <li>the College's response plans</li> </ul> |
| <ul style="list-style-type: none"> <li>possible reaction of students</li> </ul>                                   | <ul style="list-style-type: none"> <li>sources of help for families</li> </ul> |
| <ul style="list-style-type: none"> <li>encourage two-way communication between parents and the College</li> </ul> |  |



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

Critical Incident Management Team	
Position	Contact Phone Number
National Campus Director	+61 (0)8 8313 7314 /+61 478 186 126
Campus Manager Melbourne	+61 (0)8 8313 7039
Academic Dean DTP/PMP	+61 (0)8 8313 3256
Academic Manager ELICOS/FSP	+61 (0)8 8313 3309
Student Services Manager	+61 (0)8 8313 2001

# Contact Details for Emergency Services and Ongoing Support Services

## 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:
  - (0400) 807 815 – Adelaide
  - (0429) 606 905 – Melbourne
- If you have experienced sexual assault, you can contact:

#### Adelaide

- 1800 Respect on 1800 737 732 or online via [www.1800respect.org.au](http://www.1800respect.org.au), 24 hrs/day
- Royal Adelaide Hospital (08) 7074 0000

#### Melbourne

- 1800 Respect on 1800 737 732 or online via [www.1800respect.org.au](http://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
- Royal Melbourne Hospital (03) 9342 7000

### External Contacts

Sonder provides a 24/7 multilingual safety and wellbeing service. You can connect via the Sonder app or call 1800 234 560

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](http://www.homeaffairs.gov.au)

# 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—e.g., natural (fire/flood) or physical (gas leak, burst water main) <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 – describe weapons and method of use (or carried) <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

<b>Clear Concise Description of the Incident:</b>
<input type="checkbox"/> 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.

<b>Clear concise description of the action taken by the College:</b>

**Section 4: Follow up (post-incident)**

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

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



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