

CRITICAL INCIDENT POLICY

1. Policy

This policy/procedure supports 'Standard 6 – Student Support Services' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007' which states:

"The registered provider must have a documented critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken."

This procedure ensures that any critical incident that occurs is documented, reported and action taken by Yorke Institute where required.

Definitions

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

Such Critical Incidents are not limited to but may include:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster
- Issues such as domestic violence, sexual assault, drug or alcohol abuse

Examples of critical incidents that may occur to an International Student are:

- **Death** (Including death of a dependant residing in Australia)
- Accidental, Suicide, Result of an injury or terminal illness, or Murder
- **Serious Illness** which causes the deterioration of the student/staff member's health over time.
- **Serious Injury** which prevents or severely affects the student's ability to continue with or complete the course.

Non-life threatening events could still qualify as critical incidents although serious illness or injury would probably not be considered a critical incident in the broader campus community.

2. Procedure

Identifying a Critical Incident:

Where a student or staff member feels they have been involved, sighted, or any way affected by a critical incident the individual must contact the Student Administration Officer to activate the Critical Incident Policy. If the incident occurs during normal business hours the student may contact any staff member within Yorke Institute who must immediately contact the Student Administration Officer to inform them of the possible Critical Incident. The contact details of the Student Administration Officer are:

Name: Jennifer Garrard

Phone Number: 03 8415 0444

If the student contact officer is unavailable or out of normal business hours the student should contact Yorke Institute on the 'After Hours Emergency Contact Number'.

After Hours Emergency Contact Number: 0418 197 247

When any staff member feels a critical incident has occurred they are required to take immediate action to ensure the student's safety and welfare is maintained. Where required emergency services should be contacted and the Student Administration Officer must be informed immediately.

The student must be informed of the support that will be provided and given the opportunity to discuss their situation with the Student Administration Officer.

Initial Response to Critical Incident:

Upon being notified of a possible Critical incident the Student Administration Officer shall take immediate action to ensure the student's welfare. Any critical incident will be reported immediately to the RTO Manager and CEO.

Where a Critical Incident is identified the following procedures must occur. As part of the reporting process the RTO Manager will confirm that the incident falls under the definition provided above of a 'Critical Incident'.

Reporting

- - A 'Critical Incident Report' (Appendix A) is to be completed by the appropriate staff member involved in the incident or notification of the incident. The report will then be verified by the Student Administration Officer and given to the RTO Manager of the Yorke Institute.
 - The 'Critical Incident Report' is to contain as much information as possible and indicate the people directly involved in the incident.
 - The Educational Services for Overseas Students Act 2000 (ESOS Act) requires Yorke Institute to notify the appropriate government agency(s) soon as practical after the incident and in the case of a student's death or other absence affecting the student's attendance, the incident will need to be reported via the Provider Registration and International Student Management System (PRISMS).

Consultation of Action Plan

- The Student Administration Officer will assess the Critical Incident and implement a plan of action to follow up the Critical Incident with approval from the RTO Manager.
- Where required, a meeting with appropriate staff/students will be organised to follow up the incident. This meeting will determine issues and responsibilities relating to :
 - Assessing risks and response actions
 - Liaison with emergency and other services
 - Contact with students' relatives and other appropriate contacts
 - Liaison with other external bodies, such as home stays, carers or foreign embassies, and

- Counselling and managing students and staff not directly involved in the incident.
- Media Management (Where required)
- Where appropriate, Yorke Institute may be required to provide support to the family in the form of:
 - Hiring interpreters
 - Making arrangements for hospital/funeral/memorial service/repatriation
 - Obtaining a death certificate
 - Assisting with personal items and affairs including insurance issues
 - Assisting with Visa issues

Follow up & Review of Critical Incident

Where a critical incident has occurred and reported to the appropriate government agency(s) Yorke Institute will conduct a follow up and review of the specific critical incident. This follow up and review will involve those members initially involved in the action plan meeting and will ensure:

- Any required follow up such as de-briefing, counselling and prevention strategies have been completed.
- All staff and students involved in the incident have been informed of all outcomes from the incident
- A recommendation as to the response to the critical incident is documented and included in the continuous improvement submissions
- Any further follow up required is documented and responsibilities allocated to appropriate staff.

Appendix A

Critical Incident Report

Name of Staff/Student:	
Role within the Yorke Institute	
Date of Critical Incident:	
1. People involved in the critical incident (& their role within Yorke Institute):	
2. People involved in the critical incident (& their role within Yorke Institute):	
Description of Critical Incident:	
Emergency Service involved:	<input type="checkbox"/> Yes (Police / Ambulance / Fire) <input type="checkbox"/> No
Follow up required for people involved in critical incident:	<input type="checkbox"/> Medical <input type="checkbox"/> Counselling <input type="checkbox"/> Police Statements <input type="checkbox"/> Notification to family <input type="checkbox"/> Other Details of follow up: _____ _____ _____
Reported Critical Incident to:	

_____ Name

_____ Signature

_____ Date