



## **P14. Critical Incidents Policy and Procedure**

### **1.0 Purpose**

- 1.1** This policy and procedure is in accordance with the ESOS Act National Code 2018 Standard 6 (REF 6.4).
- 1.2** The purpose of this policy is to recognize the duty of care owed by Brighton Institute of Technology to all persons associated with BIT in accordance with Standard 6.4 of the National Code 2018.
- 1.3** BIT has implemented a documented policy and process for managing critical incidents that could affect a student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm.

### **2.0 Responsibility**

- 2.1** The CEO is responsible for the implementation of this policy and must ensure that staff and students are aware of its application and that staff implement its requirements if necessary.
- 2.2** BIT will maintain a written record of any critical incident and remedial action taken by BIT for at least two years after the student ceases to be an accepted student to comply with standard 6.4 of National Code 2018.

### **3.0 Definitions**

- 3.1** A Critical Incident: is 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear, or injury. This policy includes contact information for the police and any other organisations that may be able to assist in such a situation, for example, community/multi-cultural organisations or phone-counselling services.
- 3.2** ESOS Act means the Education Services for Overseas Students Act 2000 and all association legislation including the National Code of Practice Providers of Education and Training to Overseas Students 2018 ("National Code").

### **4.0 Requirements**

- 4.1** This policy and procedure applies to:
  - 4.1.1** Action to be taken in the event of a critical incident,
  - 4.1.2** Required follow up to the incident,
  - 4.1.3** Important contacts,
  - 4.1.4** Records of the incident and any action taken.
- 4.2** Critical incidents are not limited to, but could include:
  - missing students (absent for 28 days consecutively)



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- severe verbal or psychological aggression
- death, serious injury or any threat of these
- natural disaster
- Issues such as domestic violence, sexual assault, and drug or alcohol abuse
- Terrorism or the threat thereof

**4.3** The Educational Services for Overseas Students Act 2000 (ESOS Act) requires the Institute to notify Department of Education and Department of Home Affairs (DHA) as soon as practical after an incident occurs to an international student. In the case of a student's death or other absence affecting the student's attendance, the incident will need to be reported to DET via PRISMS.

**4.4** When a student dies or sustains serious injury, the Institute may be required to assist the student's family. This may include:

- hiring interpreters,
- making arrangements for hospital/funeral/memorial service/repatriation,
- obtaining a death certificate,
- assisting with personal items and affairs including insurance issues,
- assisting with visa issues (in case of international students).

**4.5** Following a critical incident, BIT will analyse the Institute's response and processes and implement improvements where indicated.

**4.6** BIT's CEO will analyse response to the critical incident to contribute to the continuous improvement of the Institute's policy and procedures.

## 5.0 Procedure

### On campus Incidents

Contact the CEO immediately if the incident is on campus and involves death, serious injury or a threat to life or property.

### 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 CEO (Antarpreet Sekhon, Phone no: 0405786280).

### **Immediate Action:**

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

In the case of a critical incident, all staff members are authorised to take appropriate action including but not limited to:



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

### 5.1 On receipt of news or information regarding a critical incident, the CEO or senior person will do following:

- Create for themselves a clear understanding of the known facts.
- If an emergency exists and emergency services are not contacted already, it is advisable to contact the relevant emergency services by calling 000 as soon as possible.
- Ensure safety of students and staff including evacuation (if not done already).
- If translators are required, contact Translating and Interpreting Services by calling 13 14 50.
- Be present when emergency services arrive,
- Deploy institute resources and supervise critical incident and emergency response.
- If counselling services are required, contact Lifeline on 13 11 14,
- If the critical incident is at an offshore location, contact the Department of Foreign Affairs and Trade for advice on best way of assisting student.
- Plan an immediate response.
- Plan ongoing strategies.
- Allocate individual roles/responsibilities for ongoing tasks.

### Follow up Action.

#### 5.2 Based on an evaluation of the critical incident the CEO or most senior person must, where appropriate, implement the following:

- Contact with next of kin/significant others,
- Inform Institute staff and students.
- Prepare a guideline for staff about what information to give to students in line with privacy policy.
- Prepare a written bulletin to staff and students if the matter is complex.
- Brief staff and delegate a staff member to deal with telephone/counter inquiries.
- Managing any media- CEO or Delegate will be responsible for handing calls and queries from media.



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- When liaising with media, CEO/Delegate must keep privacy legislation in mind and must consult with emergency services prior to providing sensitive information to media, which might affect the functioning of the emergency services.
- Identify students and staff members most closely involved with the incident and ensure that they are offered support and counselling.
- Arrange a time and place for an initial group/individual debriefing session with Counsellor/s.
- Arrange access to emergency funds if necessary.

### 5.3 Record and report the incident and the following key details:

- The time of the incident.
- The location and nature of the incident.
- The names and roles of persons directly involved in the critical incident.
- The action taken by BIT including any opportunities for improvement.
- The organisations and people contacted by BIT.

### 5.4 Following the incident, a senior management review should be undertaken, and recommendations should be provided for continuous improvement, if appropriate. BIT will put in place policies and procedures to ensure the incident is not repeated.

## 6.0 Emergency Contact Details

### 6.1 Brighton Institute of Technology

#### In person-

**Critical incident officer:** Antarpreet Sekhon

**Phone no:** 0405786280

Level 1, 380 Bourke St, Melbourne VIC 3000

(Reception or relevant Management Member)

Office Hours 8.30am -5pm (Monday to Sunday)

#### By Phone

(03) 9942 1770

#### After Hours

0405 786 280 (24 hours contact)

#### By Email

[info@bit.edu.au](mailto:info@bit.edu.au)

Level 1, 380 Bourke St, Melbourne Vic 3000

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### 6.2 State Emergency Services

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

### 6.3 Free Support Services

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

## CRITICAL INCIDENT MANAGEMENT FLOWCHART

Immediate Action	
Witnessing critical incident	<p>Contact Emergency Services - Dial 000.</p> <p>Person witnessing critical incident should contact the CEO and other senior staff member (if CEO is not available) immediately.</p>
Assess situation: focus on immediate safety of other students and staff	<p>Assess the situation and if immediate danger exists:</p> <p>Remove yourself and others from area to emergency gathering area (refer to evacuation plans in each area)</p> <p>Contact emergency services by calling 000, when you call Triple Zero (000) it will prompt if you want Police, Fire or Ambulance. Stay calm, do not shout, speak slowly and clearly, and tell emergency services exactly where to come. Give an address or location.</p> <p>Contact CEO/senior staff and BIT first aid officers.</p>
CEO/Critical incident officer	<ul style="list-style-type: none"> <li>• Create for themselves a clear understanding of the known facts             <ul style="list-style-type: none"> <li>• Call 000 if an emergency exists and emergency services are not contacted already.</li> <li>• Ensure safety of students and staff including evacuation (if not done already).</li> <li>• Be present to liaise with emergency services</li> <li>• Deploy resources and supervise critical incident</li> <li>• Plan an immediate response.</li> <li>• Plan ongoing strategies.</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>• Allocate individual roles/responsibilities for ongoing tasks.</li> <li>• Communicate with families, students, staff and other relevant people.</li> <li>• Undertake debriefing &amp; identify counselling needs and arrange counselling</li> </ul>
<p>Within 24-48 hours</p>	<p>CEO - Manage the media Prepare a written statement Plan ongoing action</p> <p>Based on an evaluation of the critical incident the CEO or most senior person must, where appropriate, implement the following:</p> <ul style="list-style-type: none"> <li>• Contact with next of kin/significant others</li> <li>• Inform BIT's staff and students.</li> <li>• Prepare a guideline for staff about what information to give to students in line with privacy policy.</li> <li>• Prepare a written bulletin for staff and students if the matter is complex.</li> <li>• Brief staff and delegate a staff member to deal with telephone/counter inquiries.</li> <li>• Managing any media -CEO or Delegate will be responsible for handing calls and queries from media.</li> <li>• When liaising with media CEO/Delegate must keep privacy legislation in mind and must consult with emergency services prior to providing sensitive information to media, which might affect function of the emergency services.</li> <li>• Identify students and staff members most closely involved with the incident and ensure that they are offered support and counselling</li> <li>• Arrange a time and place for an initial group/individual debriefing session with Counsellor/s</li> <li>• Arrange access to emergency funds if necessary.</li> </ul>
<p>Within 7 days</p>	<p>CEO completes "Incident Report" form.</p> <p>Record the incident and include the following key details in report:</p> <ul style="list-style-type: none"> <li>• The time of the incident</li> <li>• The location and nature of the incident</li> <li>• The names and roles of persons directly involved in the critical incident</li> <li>• The action taken by the Institute including any opportunities for improvement</li> <li>• The organizations and people contacted by the Institute</li> </ul>
<p>Within 7-14 Days (as deemed appropriate)</p>	<p>Following the incident, a senior management review should be undertaken, and recommendations placed in the continuous improvement register if appropriate. BIT will put in place policies and procedures to ensure that the incident is not repeated.</p>