

CRITICAL INCIDENT POLICY & PROCEDURE

Definition

A critical incident is defined by the National Code [under Standard 6] as ‘a traumatic event, or the threat of, which causes extreme stress, fear or injury’.

Critical incidents could include but are not limited to:

- Fire, bomb-threat, explosion, gas or chemical hazard
- Student or staff witnessing a serious accident or incidence of violence
- Serious injury, illness, or death of a student or staff
- Students or staff lost or injured during fieldwork experiences
- Missing student
- Severe verbal or psychological aggression
- Physical assault
- Natural disaster in home country or country of study e.g. earthquake, flood etc
- Social issues e.g. sexual assault
- drug use, alcohol abuse.

Cambridge Academy of English Pty Ltd t/a Cambridge College Australia (CCA) further defines critical incidents as traumatic events or threats which can cause extreme stress, fear or injury to students and/or staff.

The college also acknowledges critical incidents could also be missing students, severe verbal or psychological aggression, death, serious injury or threats; natural disasters, domestic violence, sexual assault, drug or alcohol abuse, other non-life-threatening events could still become critical incidents.

As soon as a staff member is aware a student or a member of their family has been seriously injured or in an accident or any other event/circumstance as defined above, the Critical Incident Policy and Procedure will be activated.

The relevant authority (e.g. police) will be called in the first instance if there is a breach of Australian Law.

All emergencies must be rung through to 000 - Police, Fire or Ambulance in the first instance or 112 in the case of a mobile phone.

PROCEDURE

At first signs of a staff member becoming aware of a critical incident depending on what the incident is, they must immediately call for assistance and where necessary a staff member or designated person will phone internal personnel and/or outside authorities to assist.

BASIC PROCEDURE:

- Identify the nature of the critical incident
- Contact emergency services - 000 or 112 via a mobile if applicable
- Notify the Compliance Officer
- Implement an appropriate critical incident plan
- If applicable secure the area
- Ensure safety and welfare of staff/students/visitors
- Liaise with emergency services, hospital and medical services

- Manage media and publicity - additional embassies /departments may require notification e.g. Department of Home Affairs (DHA) refer to the college Compliance Officer / Health and Safety Officer for advice.
- Contact and inform parents and family members
- Identify students and staff members most closely involved and at risk
- Assess the need for support and counselling for those directly and indirectly involved
- Ensure only factual information is shared with the community
- Arrange debriefing for all students and staff most closely involved and at risk
- Restore the college to its regular routine, program delivery, and community life as soon as practicable
- Officer in charge or designated person to complete a Critical Incident Report
- Identify any other persons who may be affected by the incident and offer support
- Maintain contact with any injured and affected parties to provide support and to monitor progress
- Evaluate the management of incident - The evaluation process should include feedback gathered from all staff, students, and other parties involved
- An evaluation report must be made available to the CEO

Safety of all involved is paramount. Students and staff are to be located to a 'safe area' if required.

The area must be surveyed and made safe for all parties.

The Student Support Officer (or their back up person) will ensure the student's parents, The Department of Home Affairs (DHA) and all **appropriate** emergency contacts, are contacted quickly and efficiently being mindful of privacy requirements, cultural needs and time differences. An interpreter may be required.

The Student Support Officer will have access to all emergency student records after hours.

The Student Support Officer (or back up person) will recommend and provide details to all parties involved in the incident, with any necessary counselling or support services as required.

All staff involved in the incident are to complete a report to be submitted to the CEO. This report must include action taken at the time any follow up action required.

Evacuation /Emergency Procedures:

In the event of any emergency requiring evacuation - follow the **Emergency Evacuation Plans** displayed in every classroom / student area administration.

All emergency plans will state exits, assembly areas and the location and type of emergency equipment available on site e.g. fire extinguishers.

Emergency Plans will also list emergency phone numbers.

All students and staff must meet at the assembly/safe area as marked on the Evacuation Plan for a roll call.

Emergency evacuation drill practice will be carried out randomly each semester.

Emergency evacuation is also explained during student and staff Orientation.

A first aid kit will be kept equipped and on all sites at all times.

All emergencies will be recorded and kept on applicable file/s.

Critical Incidents occurring OUTSIDE AUSTRALIA:

As soon as the college becomes aware of the incident, staff will endeavour to identify all students who may be affected.

If necessary, students directly affected will be allowed to return home.

CCA staff will arrange counselling support for affected students onshore immediately.

All critical incidents will be recorded fully (including outcomes and evidence as applicable) and copies kept on student file where relevant.

Refer: [Standard 6: Overseas student support services](#)

FORMS/LETTERS /TEMPLATES FOR POLICY/PROCEDURE

Orientation Day Checklist

Orientation Day PowerPoint Template

Change to Personal Details Form

Critical Incident Report

Survey for students re Education Agent

Emergency Evacuation Plan