Critical Incident Policy and Procedure

1. Purpose

1.1 This Policy and Procedure supports Standard 6.4 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007. This Policy and Procedure is designed to ensure that Perth Institute of Australia:

    1.1.1   Meets its Duty of Care as an Employer and Education Provider,

    1.1.2   Is able to respond to a Critical or Significant Incident or Event, and

    1.1.3   Meets the requirements of the National Code

2. Related Documents

Critical Incident Report Form

Individual Training Plan

Intervention Strategy Form

Continuous Improvement Request Form

3. Related Legislation

National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth) Education Services for Overseas Students Act 2000 (Cth) Privacy Act 1988 (Cth).

4. Scope

This policy applies where staff members become aware of an incident as listed in the Critical Incident Policy and Procedure.

5. Responsibility

The Campus Manager are responsible for the Critical Incident Policy and Procedure.

6. Definitions

Critical Incident	A traumatic event, or threat of such (within or outside Australia) which has the potential to harm life or well-being, and causes extreme stress, fear or injury to the person experiencing or witnessing the event.
DHA	Department of Home Affairs
National Code	the National Code of Practice for Providers of Education and Training to Overseas Students 2018
PRISMS	the Provider Registration and International Student Management System

7. Policy Provisions

7.1 A Critical Incident is defined as:

"A traumatic event, or threat of such (within or outside Australia) which has the potential to harm life or well-being, and causes extreme stress, fear or injury to the person experiencing or witnessing the event."

7.2 Such Critical Incidents are not limited to but may include:

    7.2.1 Missing students

    7.2.2 Severe verbal or psychological aggression

    7.2.3 Death, serious injury or any threat of these

    7.2.4 Natural disaster

    7.2. Issues such as domestic violence, sexual assault, drug or alcohol abuse

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

7.3.1 Death (Including death of a dependent residing in Australia)

7.3.2 Accidental, Suicide, Result of an injury or terminal illness, or Murder

7.3.3 Serious Illness which causes the deterioration of the student/staff member's health over time.

7.3.4 Serious Injury which prevents or severely affects the student's ability to continue with or complete the course.

7.4 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.

8. Policy Information

Authorised Officer	CEO
Supporting documents, procedures & forms of this policy	Critical Incident Report Form Individual Training Plan Intervention Strategy Form Continuous Improvement Request Form
Related Legislation and Codes of Practice	National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth) Education Services for Overseas Students Act 2000 (Cth) Privacy Act 1988 (Cth)
Audience	Public

9. Procedure

9.1 Where a Critical Incident is identified the following procedures must occur. As part of the reporting process the Supervisor, Student Services will confirm that the incident falls under the definition provided above of a 'Critical Incident'.

9.2 Designated Officer

> 9.2.1 The Designated Officer:
>> 9.2.1.1 Is any Staff Member who is either a direct witness or the first to be informed of the incident or potential incident,
>> 9.2.1.2 Is to assume temporary control over the Critical Incident and to assign duties and responsibilities to Staff and Students as required,
>> 9.2.1.3 Is to alert a Senior Management Team member (CEO, Marketing Manager, Academic Manager and Supervisor, Student Services) other most Senior Staff Member at the first available opportunity,
>> 9.2.1.4 Is to provide a brief to and form part of the Critical Incident Response Team,
>> 9.2.1.5 Is to complete the Critical Incident Report Form

9.3 Critical Incident Response Team (CIRT)

> 9.3.1 When an incident occurs, the CEO or most Senior Staff Member will form a Critical Incident Response Team.
> 9.3.2 The CEO or most Senior Staff Member shall be the designated Critical Incident Team leader,
> 9.3.3 The CIRT is to take over control of the Critical Incident from the Designated Officer, after a handover brief, and
> 9.3.4 The Designated Officer will form part of the CIRT

> 9.3.5 The CIRT is responsible for:
>> 9.3.5.1 Implementation of this procedure,
>> 9.3.5.2 Identifying the cause to the Critical Incident circumstance, assessing and controlling any further risk,

9.3.5.3   Implementing, monitoring and maintaining risk control measures,

9.3.5.4   Regularly monitoring the effectiveness of the Critical Incident risk control measures and rectify any deficiencies in the procedures,

9.3.5.5   Consulting with Staff and Students on Critical Incident practices,

9.3.5.6   Liaison with Emergency Response Authorities,

9.3.5.7   Liaison with DHA and other relevant agencies,

9.3.5.8   Ensuring the well-being of Staff and Students following the Critical Incident,

9.3.5.9   Arranging Counselling or Trauma Services following the Critical Incident.

9.4   Critical Incident Response Timeline

     9.4.1   At the time of occurrence and within 24 hours

9.4.1.1   Identify the cause of the Critical Incident

9.4.1.2   If practical, remove or minimise the cause for a potential further Critical Incident

9.4.1.3   Ensure the Safety and Well-being of Staff and Students

9.4.1.4   Ensure injured and/or traumatized Staff and Students are provided with appropriate Emergency Care

9.4.1.5   Arrange Counselling, Trauma or Religious Services

9.4.1.6   Ensure support for Staff and Students in the event an incident is still continuing

9.4.1.7   Keep Staff, Students, Parents, Agents and where necessary DHA informed

9.4.1.8   Manage Media Reports

9.4.1.9   Designated Officer is to Complete the Critical Incident Report Form

9.4.1.10   Commence an investigation to record real-time or factual data on the Critical Incident

     9.4.2   Immediately After

9.4.2.1   Arrange Counselling, Trauma or Religious Services

9.4.2.2   Allow Staff and Students to contact relatives and friends

9.4.2.3   Ensure Staff and Students who have been exposed to the Critical Incident with Support and Practical assistance

9.4.2.4   Debrief all relevant personnel involved in the Critical Incident

9.4.2.5   Where applicable, ensure the site of the incident is not disturbed in relation to a Police matter or when an investigation is required by WorkSafe

9.4.2.6   Keep Staff, Students, Parents, Agents and where necessary DHA informed

9.4.2.7   Restore Normal daily operations, where practical and as soon as possible

9.4.2.8   Manage Media Reports

     9.4.3   Following

9.4.3.1   Ensure Staff and Students are provided ongoing access to Counselling, Trauma or Religious Services

9.4.3.2   Monitor Staff and Students attitudes and behaviour for any signs of PTSD

9.4.3.3   Monitor Health and Well-being of any Staff and Students hospitalised

9.4.3.4   Keep Staff, Students, Parents, Agents and where necessary DHA informed

9.4.3.5   Assist in the arrange of memorial proceedings if appropriate

9.4.3.6   Conduct a CIRT debrief and provide the report to Staff and Students where necessary

9.4.3.7   Manage Media Reports

     9.4.4   Post

9.4.4.1   Ensure Staff and Students are provided ongoing access to Counselling, Trauma or Religious Services

9.4.4.2   Analyse the findings of the Critical Incident Response Form and where necessary

9.5 Reporting of the Critical Incident

9.5.1 In accordance with the ESOS Act, Perth Institute of Australia is required to notify DHA, via PRISMS as soon as practical after the incident and in the event of a student's death or other circumstance affecting the student's attendance. In this instance notification will be made initially by telephone followed by reporting via PRISMS.

10. Revision History

Creation/ Revision Date	Comment	Created/ Revised By
1 Jan 2021	Policy and Procedure created	CEO
Aug 2022	Reviewed- Registration granted	CEO
Jan 2023	Reviewed- Internal Audit	CEO
Jan 2024	Reviewed	CEO
Jan 2025	Reviewed _ Internal Audit	CEO