



# Queensford College

## Critical Incident Policy & Procedures (National)

### Introduction

This policy and procedure covers all critical incident and the appropriate infrastructure must be in place to ensure the provision of all necessary support services for on-campus international students.

This document outlines Queensford College's Critical Incident Policy, support mechanisms and procedures for managing a critical incident. This policy will ensure that Queensford College has:

- an effective approach in responding to critical incidents as they occur
- appropriate support and counselling services available to those affected
- appropriate training and information resources provided to staff
- appropriate communication method and channels

### Definition

A critical incident is defined by the National Code (under Standard 6) as 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'.

Critical incidents may include, but are not limited to:

- serious injury or illness of a student or staff
- death of a student or staff
- students or staff lost or injured during fieldwork experiences
- a missing student
- severe verbal or psychological aggression
- sexual and/or physical assault / abuse
- student or staff witnessing a serious accident or incidence of violence
- natural disaster e.g. earthquake, flood, windstorm, hailstorm, or extremes of temperature
- fire, bomb-threat, explosion, gas or chemical hazard
- social issues e.g. domestic violence, drug use, alcohol abuse, mental health crisis or attempted suicide
- international hostage situations/kidnappings

### Critical Incident Team

1. Queensford College has a Critical Incident Team to assist the Principal Executive Officer (PEO) in the prevention and management of critical incidents at Queensford College, or off campus in the case of an overseas student for whom Queensford College has undertaken care responsibilities.
2. The Campus Manager is the critical incident team leader (if applicable)
3. The Critical Incident Team also includes:
  - a. Principal Executive Officer (PEO)
  - b. Course Coordinator
  - c. Student Welfare officers
4. The responsibilities of the Team include:
  - a. risk assessment of hazards and situations which may require emergency action
  - b. analysis of requirements to address these hazards
  - c. establishment of liaison with all relevant emergency services e.g. police, fire brigade, ambulance, community emergency services, hospital, poisons information centre, community health

**BRISBANE (Head Office)**  
Level 2, 359 Queen Street  
Brisbane QLD 4000 Australia  
info@queensford.edu.au  
+61 7 3221 1626

**SYDNEY**  
Level 3, 1 Fitzwilliam Street  
Parramatta NSW 2150 Australia  
+61 2 8660 0040  
sydneywest@queensford.edu.au

**ADELAIDE**  
Level 11, 90 King William Street  
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services and/or Department of Immigration and Border Patrol.

- d. 24-hour access to contact details for all students and their families (for overseas students this includes agents, consular staff, embassies)
- e. 24-hour access to contact details for all relevant staff members needed in the event of a critical incident e.g. Critical Incident Team leader, Campus Manager and Student Welfare officers
- f. development of a Critical Incident Plan for each critical incident identified
- g. assisting with implementation of Critical Incident Plans
- h. dissemination of planned procedures
- i. organisation of practice drills
- j. coordination of appropriate staff development
- k. regular review of Critical Incident Plans

## Critical Incident Procedures

Queensford College Critical Incident Plan assign responsibilities among relevant staff members and covers all the actions to be taken and timelines for doing so.

### 1. Immediate Response (within 24 hours)

#### During Operating Hours

- Students and staff are required to notify any critical incident involving an international student immediately to the Student Welfare Officers.
- Student Welfare Officers will consider the details and severity of the incident and determine what action needs to be taken.
- If the incident is not severe and can be resolved with resources available, Student Welfare Officers will initiate the action to ensure the appropriate level of support is provided.
- If the incident is severe and warrants a level of support/assistance from external resources Student Welfare Officers will initiate action to arrange that support. Personal details may be provided to the relevant emergency service/s if the student involved is incapacitated and unable to provide these particulars themselves. This event must be reported to the Campus Manager (If applicable) and to the PEO.

#### Outside Operating Hours

- Students and staff are required to notify any critical incident involving an international student immediately to the Student Welfare Officers. (24 Hours).
- Student Welfare Officers will gain access to the records of the international student/s involved to enable verification of details to any emergency services involved.
- Student Welfare Officers will determine if there is any care or support required to be provided and make the necessary arrangements.
- The Critical Incident Team will determine whether other staff or family members need to be advised of the details of the incident. They will take the necessary action.

## Detailed Procedures

**BRISBANE (Head Office)**  
Level 2, 359 Queen Street  
Brisbane QLD 4000 Australia  
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Parramatta NSW 2150 Australia  
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- 1.1. identify the nature of the critical incident
- 1.2. contact emergency services [under no circumstances are students/staff to be transported in private vehicles]
- 1.3. secure the area, if applicable
- 1.4. ensure safety and welfare of staff and students
- 1.5. notification of the critical incident team leader
- 1.6. implementation of appropriate Critical Incident Plan
- 1.7. liaison with emergency services, hospital and medical services
- 1.8. managing media and publicity
- 1.9. contact and inform parents and family members
- 1.10. identify students and staff members most closely involved and at risk
- 1.11. assess the need for support and counselling for those directly and indirectly involved

## 2. Secondary Response [48–72 hours]

- 2.1. assess the need for support and counselling for those directly and indirectly involved [ongoing]
- 2.2. provide staff, students, and wider Queensford College community, with factual information as appropriate
- 2.3. arrange debriefing for all students and staff most closely involved and at risk
- 2.4. restore Queensford College to regular routine, program delivery, and community life as soon as practicable
- 2.5. completion of Critical Incident Report

## 3. Ongoing Follow-up Response

- 3.1 identification of any other persons who may be affected by the critical incident and provide access to support services for community members
- 3.2 provision of accurate information to students and staff
- 3.3 arrangement of a memorial service and occasional worship as appropriate
- 3.4 maintain contact with any injured and affected parties to provide support and to monitor progress
- 3.5 monitor staff and students for signs of delayed stress and the onset of post-traumatic stress disorder; providing specialised treatment as necessary
- 3.6 evaluation of critical incident management
- 3.7 plan for and be sensitive to anniversaries
- 3.8 manage any possible longer-term disturbances e.g. inquests, legal proceedings

## Reporting

**By students** – all international students will be advised during orientation of the details of the Queensford College Critical Incident Policy and Procedure. Each student will be given documentation which contains details of relevant and local emergency services contact persons and telephone numbers.

**By staff** – all members of staff will be provided with a copy of the critical incident policy and procedure. Those members of staff who teach/interact with international students will be provided with training in the requirements of the policy and procedure.

**By the responsible college officer in the event of a missing student** – once an international student has been missing from the College for 5 working days, the matter is to be reported to the police and the family of the international student involved.

## Media Releases

Queensford College recognises that each critical incident is unique, and the dynamics of each situation will need to

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be assessed when it occurs. To protect the privacy of individuals and to ensure the provision of accurate information, Queensford College has developed an agreed approach to media management.

- PEO normally handles all media releases.
- PEO gathers information, checks all facts, and determines the official Queensford College response.
- PEO ensures training/advice is provided for all staff to respond to telephone or occasional enquiries following a critical incident.
- PEO may delegate media liaison to another member of staff.
- the Critical Incident Team leader is the delegated person to manage access of the media to the scene, and to staff, students, and relatives.

### **Evaluation and Review of Management Plan**

- After each critical incident, a meeting of the Critical Incident Team will be held to evaluate the Critical Incident Report and the effectiveness of the management plan and to make modifications as required.
- The evaluation process will incorporate feedback gathered from all staff, students, and local community representatives
- An evaluation report will be made available to Queensford College management team and the wider community.

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## CRISIS RESPONSE SITUATION QUICK REFERENCE

	Type of Incident	Immediate Response	Secondary Response [48-72 hours]	Ongoing Follow-up Response
1	Serious injury or illness of a student or staff	<ul style="list-style-type: none"> <li>Hospital</li> <li>Next of kin</li> </ul>	<ul style="list-style-type: none"> <li>Academic staff</li> <li>Administration staff</li> <li>Accommodation provider</li> </ul>	<ul style="list-style-type: none"> <li>OSHC</li> <li>Relationship Australia</li> <li>Health Service</li> </ul>
2	Death of a student or staff	<ul style="list-style-type: none"> <li>Police</li> <li>Hospital</li> <li>Next of kin</li> <li>Student Administration</li> </ul>	<ul style="list-style-type: none"> <li>Accommodation provider</li> <li>Consulate/Embassy</li> <li>Academic staff</li> <li>Administration staff</li> <li>External Relations</li> <li>DIBP</li> </ul>	<ul style="list-style-type: none"> <li>OSHC</li> <li>Relationship Australia</li> <li>Health Service</li> </ul>
3	Students or staff lost or injured during fieldwork experiences	<ul style="list-style-type: none"> <li>Police</li> <li>Hospital</li> <li>Next of kin</li> <li>Student Administration</li> </ul>	<ul style="list-style-type: none"> <li>Accommodation provider</li> <li>Consulate/Embassy</li> <li>Academic staff</li> <li>Administration staff</li> <li>DIBP</li> </ul>	<ul style="list-style-type: none"> <li>OSHC</li> <li>Relationship Australia</li> <li>Health Service</li> </ul>
4	A missing student	<ul style="list-style-type: none"> <li>Police</li> <li>Next of kin</li> </ul>	<ul style="list-style-type: none"> <li>Accommodation provider</li> <li>Consulate/Embassy</li> <li>Academic staff</li> <li>Administration staff</li> <li>DIBP</li> </ul>	<ul style="list-style-type: none"> <li>Relationship Australia</li> <li>Health Service</li> </ul>
5	Severe verbal or psychological aggression	<ul style="list-style-type: none"> <li>Police</li> <li>Hospital – Mental Health Unit</li> </ul>	<ul style="list-style-type: none"> <li>Accommodation provider</li> <li>Relationship Australia</li> <li>Health Service</li> <li>Academic staff</li> </ul>	<ul style="list-style-type: none"> <li>Relationship Australia</li> <li>Health Service</li> </ul>
6	Sexual and/or physical assault / abuse	<ul style="list-style-type: none"> <li>Police</li> <li>Hospital</li> </ul>	<ul style="list-style-type: none"> <li>Relationship Australia</li> <li>Health Service</li> </ul>	<ul style="list-style-type: none"> <li>Relationship Australia</li> <li>Health Service</li> </ul>
7	Student or staff witnessing a serious accident or incidence of violence	<ul style="list-style-type: none"> <li>Police</li> </ul>	<ul style="list-style-type: none"> <li>Relevant students</li> <li>Hospital</li> <li>Health Service</li> </ul>	<ul style="list-style-type: none"> <li>Relationship Australia</li> <li>Health Service</li> </ul>
8	Natural disaster e.g. earthquake, flood, windstorm, hailstorm, or extremes of temperature	<ul style="list-style-type: none"> <li>Consulate/Embassy</li> <li>Police</li> </ul>	<ul style="list-style-type: none"> <li>Hospital</li> <li>Accommodation Provider</li> <li>Relevant students</li> <li>Academic staff</li> <li>Administrative staff</li> </ul>	<ul style="list-style-type: none"> <li>Relationship Australia</li> </ul>
9	Fire, bomb-threat, explosion, gas or chemical hazard	<ul style="list-style-type: none"> <li>Police</li> <li>Emergency Services</li> </ul>	<ul style="list-style-type: none"> <li>Relevant students</li> <li>Hospital</li> <li>Health Service</li> <li>Administration staff</li> </ul>	<ul style="list-style-type: none"> <li>Relationship Australia</li> <li>Health Service</li> </ul>
10	Social issues e.g. domestic violence, drug use, alcohol abuse, mental health or attempted suicide	<ul style="list-style-type: none"> <li>Police</li> <li>Hospital (Mental Health Unit, if applicable)</li> <li>Next of kin</li> </ul>	<ul style="list-style-type: none"> <li>Accommodation provider</li> <li>Relationship Australia</li> <li>Health Service</li> <li>Relevant students</li> <li>Academic staff</li> </ul>	<ul style="list-style-type: none"> <li>Relationship Australia</li> <li>Health Service</li> <li>OSHC</li> </ul>
11	International hostage situations/kidnappings	<ul style="list-style-type: none"> <li>Consulate/Embassy</li> <li>Police</li> </ul>	<ul style="list-style-type: none"> <li>Accommodation Provider</li> <li>Academic staff</li> <li>Administrative staff</li> </ul>	<ul style="list-style-type: none"> <li>Relationship Australia</li> <li>Health Service</li> </ul>

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## EMERGENCY CONTACT

Element	Location	Phone Number
<b>On Campus Resources</b>		
Principal Executive Officer	Sydney	02 8660 0040
Campus Manager	Sydney	02 8660 0040
	Adelaide	08 8410 4605
Student Welfare officers • Shashank Vuppala • Susradha Pradhan	Brisbane	07 3221 1626 0401459232- 24Hrs
Workplace Health and safety Officers	Brisbane	07 3221 1626
<b>Off Campus Resources</b>		
Emergency (Police, fire, Ambulance)		000 or 112
<b>Non-Emergency Contact</b>		
Queensland- Police link		131 444
New South Wales- Police Force		131 444
South Australia- Police		131 444
Poison Information Centre		131126
<b>Hospitals- Queensland</b>		
Mater Hospital		3840 8111
Prince Charles Hospital		3350 8111
Princes Alexandra Hospital		3240 2111
Royal Brisbane Hospital		3253 8111
QE II Hospital		3275 6111
Wesley Hospital		3232 7000
Logan Hospital		3299 8899
Gold Coast Hospital		5519 8211
<b>Hospitals- New South Wales</b>		
Royal North Shore Hospital		02 9926 7111
Prince of Wales Hospital		02 9382 2222
Manly Hospital		(02 9976 9611
Nepean Hospital		02 4734 2000
Macquarie University Hospital		02 9812 3000
Blacktown Hospital		02 9881 8000
<b>Hospitals- South Australia</b>		
Flinders Medical Centre		08 8204 5511
Royal Adelaide Hospital		08 7074 0000
The Queen Elizabeth Hospital		08 8222 6000
Women's and Children's Hospital		08 8161 7000

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## CRITICAL INCIDENT PLAN

Tasks	Done	N/A	Completed Date	Remarks
<b>Notification</b>				
Notification to Critical Incident Team and relevant staff				
Confirmation of student's identity				
Obtain details of the incident from the person who reported				
If student dies, report to PEO				
Begin an incident Log for phone calls etc. (Incident Controller)				
<b>Assessment</b>				
Update and gather information from hospital or police				
Review student's file for detailed information				
Intervention plan for response and strategies				
Allocation of roles and responsibilities				
Access to emergency funds, if required				
<b>Intervention</b>				
Contact next of kin				
Contact Consulate/Embassy				
Contact accommodation provider/ housemates				
Contact other relevant students				
Contact hospital/police/doctors				
Contact Relationship Australia				
Contact academic staff				
Contact Campus Manager				
Contact Student Welfare Officer(s)				
Contact DIBP				
Contact Sponsor/ agent				
Contact OSHC provider				
<b>Follow up</b>				
Assess the need for ongoing counselling and support				
Assess the need for a debriefing session				
Discuss with the student's family funeral issues				
Discuss with the student's family insurance matters – OSHC, accident, etc				
Arrangement of transportation and accommodation for family				
Arrange interpreters				
Preparation of funeral or memorial services				
Obtain death certificate and student's possessions and arrange transfer of possessions to student's parents, if not covered by insurance				

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Prepare and send condolence letters				
<b>Evaluation</b>				
Conduct debriefing session				
Staff evaluation				
Keep records				
Prepare and send thank you letters				

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