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Critical Incident Policy

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1. SCOPE

This Policy applies to all students enrolled in a course of study with Queensford College and is the basis for the scope and management of all critical incidents.

2. Policy

This policy is created pursuant to the ESOS Act 2000 and Standard 6 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Queensford College recognises that planning for the management of a critical incident is essential to enable Queensford College and its staff to meet the duty of care owed to its students. All students at Queensford College have the right to feel safe and to be safe. Staff members have a legal and moral responsibility to report and respond to critical incidences involving the students with whom they have contact with.

Queensford College recognises that appropriate infrastructure must be in place to ensure that all necessary support services are provided in the event of a critical incident. This document outlines Queensford College 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.

Under Standard 6.8 of the National Code 2018, 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.

Reporting Requirements of Critical Incidents

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, Queensford College 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.

3. Definition of Critical Incident

Critical incidents are not limited to, but could include:

- missing students
- severe oral, written or psychological aggression
- death, serious injury or any threat of these
- natural disaster, and
- issues such as domestic violence, sexual assault, drug or alcohol abuse
- signs of physical and/or sexual abuse, and neglect.
- Non-life-threatening events can also be classed as critical incidents.

4. Critical Incident Team

Queensford College has a Critical Incident Team to assist the Principal Executive Officer (PEO) in the prevention and management of critical incidents at the College, or off campus, in the case of an overseas student for whom Queensford College has undertaken care responsibilities.

1. The RTO Manager or Campus Manager (as applicable) is the critical incident team leader
2. The Critical Incident Team also includes:
 - a. Principal Executive Officer (PEO)
 - b. Director of Operations
 - c. Course Coordinator
3. 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 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

5. Procedure

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

5.1. Immediate Response (within 24 hours) During Operating Hours

1. Students and staff are required to notify any critical incident involving an international student immediately to the RTO Manager, Campus Manager or PEO as applicable.
2. RTO Manager/Campus Manager/PEO will consider the details and severity of the incident and determine what action needs to be taken.
3. If the incident is not severe and can be resolved with resources available, RTO Manager/Campus Manager/PEO will initiate the action required to be taken to ensure the appropriate level of support is provided.
4. If the incident is severe and warrants a level of support/assistance from external resources RTO Manager/Campus Manager/PEO 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.

5.2. On-campus – Within Operating Hours

1. identify the nature of the critical incident
2. contact emergency services [under no circumstances are students/staff to be transported in private vehicles]
3. secure the area, if applicable
4. ensure safety and welfare of staff and students
5. notification of the critical incident team leader (or member of the critical incident team if not present on campus)
6. implementation of appropriate Critical Incident Plan
7. liaison with emergency services, hospital and medical services
8. managing media and publicity
9. contact and inform parents and family members
10. identify students and staff members most closely involved and at risk
11. assess the need for support and counselling for those directly and indirectly involved

5.3. Outside Operating Hours

1. Students and staff are required to notify any critical incident involving an international student immediately to the to the applicable Critical Incident Team member nominated for each campus (see Emergency Contact List in this Policy). The team member will then assess whether the severity of the incident warrants contacting the applicable Critical Incident Team Leader.

2. Critical Incident Team member will gain access to the records of the international student/s involved to enable verification of details to any emergency services involved.
3. Critical Incident Team Leader will determine if there is any care or support required to be provided and make the necessary arrangements.
4. The Critical Incident Team Leader will determine whether other staff or family members need to be advised of the details of the incident. They will take the necessary action.
5. When a critical incident occurs, the Critical Incident Team Leader will call a meeting with the Critical Incident Team and will set in motion an Action Plan to manage the incident and various aspects arising from the incident.

5.4. Secondary Response [48–72 hours]

1. Assess the need for support and counselling for those directly and indirectly involved [ongoing]
2. Provide staff, students, and wider Queensford College community, with factual information as appropriate
3. Arrange debriefing for all students and staff most closely involved and at risk
4. Restore Queensford College to regular routine, program delivery, and community life as soon as practicable
5. Completion of Critical Incident Report

6. Action Plan

The Action plan will include creating and disseminating a plan and strategies in:

- understanding all the known facts and will request that the information is not immediately made public
- assessing risks, response actions, roles & responsibilities
- liaison with emergency and other services
- contact with students' relatives and other appropriate contacts
- liaison with other external bodies, such as accommodation host/s, guardians or foreign embassies
- Counselling and managing students and staff not directly involved in the incident
- Managing media/publicity
- reviewing the plan, staff response and identified development and training
- reviewing management of the critical incident.

6.1. Providing information

The RTO Manager/PEO/Director of Operations will provide a briefing session and facilitate appropriate venues for the dissemination of information to those affected by the incident. Students and teachers have a need to accept the reality of the event, and the inevitable discussions that follow are better based on fact rather than on rumour or supposition. It is important that rumours are discounted and ongoing feedback is planned.

Only the PEO/Director of Operations may speak to the media on behalf of Queensford College.

6.2. Assessing the psychological/emotional needs of those affected.

Should the incident be a traumatic event, it is acknowledged the people involved will need support. Where required, Queensford College will arrange the coordination of/connection to, external support services to meet the needs of student and staff. The nature of this support will vary amongst individuals and the nature of the incident. At a minimum, this will may include providing opportunities for those involved to express and share with others the reactions that they had to the incident. Those in charge and those providing support also need extra consideration during this time.

If a student is under 18 of age, Queensford College will seek permission from the parent/s or guardian before referring the student to any additional services.

6.3. Missing students

After applicable investigations, should Queensford College fear a student to be missing, the College will implement the actions as per the Critical Incident Action Plan.

Where an under 18 student is missing from their approved accommodation and cannot be contacted, Queensford College will implement its Critical Incident Policy and inform the student's parents/guardian and place a missing person report with police.

Queensford College monitors the attendance of U18s and requests accommodation hosts to inform the College should a student not be able to attend class or go missing overnight.

6.4. Death

Should an international student die or sustains serious injury, Queensford College will endeavor to provide any assist required to the student's family. This may include:

- hiring interpreters
- assisting in the arrangements for hospital/funeral/memorial service/repatriation
- obtaining a death certificate
- assisting with personal items and affairs including insurance issues
- assisting with visa issues
- assisting with accommodation provider

7. Reporting and recording of incident and action taken

The Educational Services for Overseas Students Act 2000 (ESOS Act) requires Queensford College to notify the relevant Commonwealth departments (Department of Education and Training and the Department of Home Affairs) as soon as practical after the incident.

In the case of a student's death or other absence affecting the student's enrolment, the incident will be reported via the Provider Registration and International Student Management System (PRISMS).

All aspects of the incident and its management will be recorded on the student files and Critical Incident Report.

8. Regular review

Queensford College reviews this policy regularly and following any significant incident. 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, making modifications as required.

9. Emergency Contact List

Element	Location	Phone Number
On Campus Resources		
Principal Executive Officer	Paramatta	02 8660 0040
Campus Manager	Paramatta	02 8660 0040
	Adelaide	08 8410 4605
RTO Manager	Brisbane	07 3221 1626
24 hour Contact Officers		
Bikash Bhandari	Paramatta	0402 627 529
Natalie Evans	Adelaide	0402 271 909
	Brisbane	
Off Campus Resources		
Emergency (Police, fire, Ambulance)		000
Non-Emergency Contact		
Queensland- Police link		131 444
New South Wales- Police Force		131 444
South Australia- Police		131 444
Telephone Interpreter Service (TIS)		1800 131 450
24 hour Counselling Hotlines		Lifeline 131 114 Suicide Helpline 131 114
National Sexual Assault, Domestic Family Violence Counselling Service		1800 737 732
Alcohol & Drug Information		Bris: 1800 177 833 Adel : 1300 13 1340 Sydney metropolitan (02) 9361 8000 Regional & Rural NSW 1800 422 599
Community Legal Centres		Sydney – (02) 9212 7333 Adelaide – (08) 8324 1800 Brisbane – (07) 3392 0092
Mental Health Beyondblue		1300 22 4636

Children's Services	Brisbane: 1300 682 254 Sydney: 132 111 Adelaide: (08) 8124 4185
Kids Helpline	1800 55 1800
Child Abuse Report & Protection	Queensland 1800 177 135 South Australia 13 14 78 New South Wales 13 21 11
Poison Information Centre	131126
Hospitals- Queensland	
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
Hospitals- New South Wales	
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
Hospitals- South Australia	
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

10. 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 member	<input type="checkbox"/> Hospital <input type="checkbox"/> Next of kin	<input type="checkbox"/> Academic staff <input type="checkbox"/> Administration staff <input type="checkbox"/> Accommodation provider	<input type="checkbox"/> OSHC <input type="checkbox"/> Relationship Australia <input type="checkbox"/> Health Service
2	Death of a student or staff member	<input type="checkbox"/> Police <input type="checkbox"/> Hospital <input type="checkbox"/> Next of kin <input type="checkbox"/> Student Administration	<input type="checkbox"/> Accommodation provider <input type="checkbox"/> Consulate/Embassy <input type="checkbox"/> Academic staff <input type="checkbox"/> Administration staff <input type="checkbox"/> External Relations <input type="checkbox"/> DHA	<input type="checkbox"/> OSHC <input type="checkbox"/> Relationship Australia <input type="checkbox"/> Health Service
3	Students or staff lost or injured during fieldwork experiences	<input type="checkbox"/> Police <input type="checkbox"/> Hospital <input type="checkbox"/> Next of kin <input type="checkbox"/> Student Administration	<input type="checkbox"/> Accommodation provider <input type="checkbox"/> Consulate/Embassy <input type="checkbox"/> Academic staff <input type="checkbox"/> Administration staff <input type="checkbox"/> DHA	<input type="checkbox"/> OSHC <input type="checkbox"/> Relationship Australia <input type="checkbox"/> Health Service
4	A missing student	<input type="checkbox"/> Police <input type="checkbox"/> Next of kin	<input type="checkbox"/> Accommodation provider <input type="checkbox"/> Consulate/Embassy <input type="checkbox"/> Academic staff <input type="checkbox"/> Administration staff <input type="checkbox"/> DHA	<input type="checkbox"/> Relationship Australia <input type="checkbox"/> Health Service
5	Severe verbal or psychological aggression	<input type="checkbox"/> Police <input type="checkbox"/> Hospital – Mental Health Unit	<input type="checkbox"/> Accommodation provider <input type="checkbox"/> Relationship Australia <input type="checkbox"/> Health Service <input type="checkbox"/> Academic staff	<input type="checkbox"/> Relationship Australia <input type="checkbox"/> Health Service
6	Sexual and/or physical assault / abuse	<input type="checkbox"/> Police <input type="checkbox"/> Hospital	<input type="checkbox"/> Relationship Australia <input type="checkbox"/> Health Service	<input type="checkbox"/> Relationship Australia <input type="checkbox"/> Health Service
7	Student or staff witnessing a serious accident or incidence of violence	<input type="checkbox"/> Police	<input type="checkbox"/> Relevant students <input type="checkbox"/> Hospital <input type="checkbox"/> Health Service	<input type="checkbox"/> Relationship Australia <input type="checkbox"/> Health Service
8	Natural disaster e.g. earthquake, flood, windstorm, hailstorm, or extremes of temperature	<input type="checkbox"/> Consulate/Embassy <input type="checkbox"/> Police	<input type="checkbox"/> Hospital <input type="checkbox"/> Accommodation Provider <input type="checkbox"/> Relevant students <input type="checkbox"/> Academic staff <input type="checkbox"/> Administrative staff	<input type="checkbox"/> Relationship Australia
9	Fire, bomb-threat, explosion, gas or chemical hazard	<input type="checkbox"/> Police <input type="checkbox"/> Emergency Services	<input type="checkbox"/> Relevant students <input type="checkbox"/> Hospital <input type="checkbox"/> Health Service <input type="checkbox"/> Administration staff	<input type="checkbox"/> Relationship Australia <input type="checkbox"/> Health Service
10	Social issues e.g. domestic violence, drug use, alcohol abuse, mental health or attempted suicide	<input type="checkbox"/> Police <input type="checkbox"/> Hospital (Mental Health Unit, if applicable) <input type="checkbox"/> Next of kin	<input type="checkbox"/> Accommodation provider <input type="checkbox"/> Relationship Australia <input type="checkbox"/> Health Service <input type="checkbox"/> Relevant students <input type="checkbox"/> Academic staff	<input type="checkbox"/> Relationship Australia <input type="checkbox"/> Health Service <input type="checkbox"/> OSHC
11	International hostage situations/kidnappings	<input type="checkbox"/> Consulate/Embassy <input type="checkbox"/> Police	<input type="checkbox"/> Accommodation <input type="checkbox"/> Academic staff <input type="checkbox"/> Administrative staff	<input type="checkbox"/> Relationship Australia <input type="checkbox"/> Health Service

11. Critical Incident Plan

Tasks	Done	N/A	Completed Date	Remarks
Notification				
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/Director of Ops				
Begin an incident Log for phone calls etc. (Incident Controller)				
Assessment				
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				
Intervention				
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				
Follow up				
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				