

Student Critical Incident

Procedure

Code and version control:	LIS017/29-06-2023
Policy owner:	Manager Learning and Information Services
Date approved by CEO:	29 June 2023
Scheduled review date:	29 June 2025
Related policies and documents:	Student Critical Incident Policy Student Duty of Care Emergency Evacuation Manual Business Continuity Plan Occupational Health and Safety Policy and Procedures

Purpose

To ensure that William Angliss Institute (WAI) staff effectively manage student critical incidents. The procedure takes a team approach to dealing with student critical incidents. This procedure is designed to:

- Identify the appropriate people to whom to report incidents.
- Identify the appropriate procedures to be followed in response to a student critical incident, including communication and recording procedures.
- Help students and staff receive appropriate assistance following the situation and support the recovery process.

Procedure

Responding to a Student Critical Incident

WAI's Security officer or equivalent is to be contacted in the case of a student critical incident. The Security officer or equivalent will receive initial reports, take appropriate responses, record the incident and notify and liaise with appropriate WAI staff and external parties, as required, depending upon the severity level of the incident. Immediate priorities in the management of any incident will be actioning evacuation procedures, if required. The provision of first aid or medical assistance and immediate referral and intervention by a mental health professional may be required. Information gathering and reporting are secondary but urgent priorities in the immediate instance.

Responsibilities

Step 1: Employee or Student will:

- Gather as much information as possible about the student critical incident.
- Report incident to the Security officer or equivalent.
- Contact Security as soon as you suspect help is needed. Do not wait until you have all the information.

Step 2: WAI Security officer or equivalent will:

- Receive initial reports, take appropriate responses and record the incident.
- Appropriate responses include:
 - Contacting the Police or Fire Emergency services
 - Contacting the Medical Centre
 - Notifying and liaising with appropriate WAI staff and external parties including emergency services and Wellbeing & Counselling Services (WACS) as required.

Step 3: Wellbeing & Counselling Services (WACS) will:

- Coordinate incident support response in consultation with the Security officer or equivalent, Executive Group, appropriate managers and other relevant internal staff.
- Conduct or arrange appropriate post incident interventions as well, in the case of a mental health incident, immediate referral to the Crisis Aid and Support Team (CAST), HeadSpace, Beyond Blue or other suitable external agencies.
- Liaise with Information Centre and Student Management staff and People and Capability (P&C) staff to access student and staff contact details and contact students and staff to inform them of planned interventions and other relevant information following a student critical incident in line with the Privacy and Data Protection Act 2014 (Vic).

Reporting

On-campus Incidents:

If the incident is on campus, and involves a major incident as per Appendix 1 - Process Chart – Classification of Student Critical Incidents that impact on Health and Safety (e.g. death, serious injury or a threat to life or property), the Chief Executive Officer (CEO) of WAI will be contacted.

Off-campus Incidents:

If the student critical incident involves a student or staff member and is off-campus, the Security officer or equivalent receiving the information must immediately contact the CEO of WAI who will communicate to other staff as appropriate.

All reports will include as a minimum:

- Time of incident.
- Location of incident.
- Nature of the incident (e.g. threat, accident, death, mental health incident or injury).
- Names and roles of persons involved (e.g. staff, international or domestic student).

Recording Incidents

Student Critical Incident reporting is undertaken by Security staff. All reports will record as a minimum:

- Date of incident.
- Location of incident.
- Nature of the incident (e.g. threat, accident, death or injury).
- Names and roles of persons involved (e.g. staff, international or domestic student).
- Outcomes.
- Follow up: Alert Wellbeing and Counselling Services of the incident so they can develop an appropriate follow-up procedure with you.

Reports are to be stored confidentially in line with the Privacy and Data Protection Act 2014 (Vic). Refer to Appendix 3 - List of Questions for Information Gathering Following a Student Critical Incident.

Managing Student Critical Incidents for Under 18 International Students

WAI ensures at all times that there are appropriate ongoing welfare arrangements in place by allocating each Under 18 international student to an International Office staff member who is responsible for monitoring their welfare.

In the event that an Under 18 international student is exhibiting behaviours that are of concern in relation to their personal, physical, emotional or mental health, including when students go missing from approved homestay accommodation, the International Office should be contacted as soon as possible. The International Office is to record the details of the incident and report the incident to the Manager International Office or Security officer or equivalent and WAI's Wellbeing and Counselling Services (WACS).

WACS staff and the Manager International Office or Director may contact the next of kin and lodge a missing

person's report. In addition, the International Office may record appropriate notifications on Provider Registration and International Student Management System (PRISMS) within 14 days of being advised that the student is missing, injured or deceased and notify the Department of Home Affairs if the incident may affect visa conditions or the student's program of study.

When an international student dies or sustains serious injury, WAI will work closely and respectfully with the student's parent, nominated or legal guardian or family to provide necessary and appropriate support. This may include, but is not limited to:

- Hiring interpreters.
- Obtaining a death certificate.
- Assisting with personal items and affairs including insurance issues.
- Assisting with visa issues.
- Making arrangements for hospital/funeral/memorial service/repatriation.

In the case that the Under 18 student has been involved or affected by a Student Critical Incident, the nominated guardian of the student will be notified immediately.

In the case that WAI has issued a Confirmation of Appropriate Accommodation and Welfare (CAAW) letter for the student and the Under 18 student has been involved or affected by a Student Critical Incident, the parent or the person who has custody of the student will be notified immediately.

In addition, WAI will notify all relevant and authorised parties, including but not limited to, accommodation provider, delivery partners and providers of services such as the LRC (Library) and internet/computer access.

Student critical incidents in relation to Under 18 international students are to be reported and recorded confidentially in line with the procedure.

Interruption of Welfare Arrangements for Under 18 year old International students

Where welfare or accommodation arrangements are interrupted or hospitalization or medical services are required, the International Office staff should be contacted as soon as possible. Where it becomes apparent that an Under 18 international student is the subject of a student critical incident, the International Office is to record the details of the incident and report the incident to the Security officer or equivalent and follow the steps of the procedures.

WACS staff and the Manager International Office or Director may notify the incident to the Police, the student's nominated guardian, statutory services, Department of Home Affairs or other agencies. The *Child Protection Act 1999 (Qld)*, and equivalent legislation in other states, provides for mandatory reporting by doctors and nurses of physical, psychological or sexual abuse to Child Safety on 1300 682 254.

Apprentices

WAI is required to notify the Manager of Apprenticeship Administration at the Victorian Registration and Qualifications Authority (VRQA) by email within 24 hours of being notified of the death of an Apprentice/Trainee.

Management for Student Critical Incidents

Security Manager or Chief Warden

- Conducts regular pre-incident education sessions in order to ensure that all WAI staff are familiar with the possible impact and range of management strategies for student critical incidents.
- Conducts training and ongoing professional development in the area of student critical incident management.
- Completes training and ongoing professional development in the area of student critical incident management.

WACS, WLO (Wellbeing Liaison Officer), Counsellors and Senior Counsellor with guidance from the Manager Learning and Information Services.

- Develops and maintains a WAI wide Crisis Aid and Support Team (CAST) process including:
 - Selection and recruitment of appropriate staff.
 - Arrangement of training in mental health and psychological first aid.
- Convenes regular team meetings and skills development sessions.
- Provides information on opportunities for ongoing professional development of the team in the area of student critical incident stress management.
- Supervises recruited staff and coordinates appropriate interventions following a student critical incident in consultation with senior management and the Crisis Aid and Support Team.
- Ensures that appropriate documentation and reports are completed, privacy and confidentiality maintained and a thorough process of evaluation and review is conducted that allows policy and procedures to be reviewed as required.
- Consults with and makes recommendations to the Executive Group on the appropriate management of a student critical incident following an incident.

Crisis Aid and Support Team (CAST)

- Completes training and ongoing professional development in the area of mental health awareness, student critical incident stress management and dealing with student critical incidents.
- Regularly attends training and updating of professional skills and expertise.
- Contributes to the planning and implementation of appropriate interventions following a student critical incident.
- Commits to incident documentation, evaluation and review processes.
- Maintains confidentiality as an integral part of the duties and process.

Employee Responsibilities

- Seek out pre-incident education and information relevant to the appropriate management of a student critical incident.
- Gather appropriate information and inform senior management and WACS if staff become aware of an incident that may impact on the well-being of WAI students and staff or its stakeholders.
- Assist and support the WAI Crisis Aid and Support Team with the process of appropriate interventions and follow-up as required.

Managers and Program Leaders Responsibilities

Managers and program leaders will:

- Support staff under their supervision who are or wish to become members of the Crisis Aid and Support Team in their commitment and participation in the Crisis Aid and Support Team including allowing time for regular meeting attendance and skills practice sessions, policy, procedure, and resource development and the provision of interventions following an incident.
- Following a critical incident encourage staff to make an appointment with the Employee Assistance Program (EAP) service provider for critical incident and crisis counselling.
- Encourage all staff under their supervision to complete Mental Health First Aid Training to develop the skills and awareness to keep students safe.

NOTE* It is compulsory for Security staff of William Angliss Institute to complete Mental Health First Aid Training and familiarise themselves with critical incident response procedures. Security are first responders, and require the skills to safely manage critical incident response (including psychological crisis) after-hours and on weekends.

- Inform management and the Crisis Aid and Support Team of any incident that is brought to their attention that may be reasonably predicted to have an impact on the well-being of WAI students, staff and stakeholders.
- Assist with the coordination of appropriate interventions and follow-up and assist with review process.

- Play a role in liaising with internal and external groups. These may include family members, the Department of Home Affairs, interpreters, and faculty staff if required.

CEO/Board Responsibilities

The CEO and Board will:

- Support the WAI Crisis Aid and Support Team in its operations and interventions.
- Authorise responses to student critical incidents including appropriate staff and student communications.
- Make arrangements (where appropriate) for any media comment regarding an incident.

Appendices

Appendix 1 is the Process Chart – Classification of Student Critical Incidents that impact on Health and Safety. It summarises the responses to a student critical incident that may impact on health or safety.

Appendix 2 is the Process Chart – Student Critical Incident Response Procedure.

Appendix 3 is the List of questions for information gathering following a Student Critical Incident.

Appendix 4 is the Student Critical Incident Interventions & Notifications to External Agencies Table.

Appendix 5 lists Student Critical Incident Resources

Appendix 1: Process Chart - Classification of Student Critical Incidents that impact on Health and Safety.

Severity of Incident	Impact on Health and Safety	Psychological Impact	Organisational Impact	Examples include	Communication Requirements may include
Minor	None to minor first aid.	None to minor shock or slight upset.	Single division. No external impact. No risk to reputation. No risk to staff. No media coverage.	Unacceptable behaviour/ verbal altercations. Vandalism. Offensive graffiti. Theft or property damage.	Security. Manager. Relevant Department. Crisis Aid and Support Team People and Capability (P&C)
Moderate	Extensive first aid or medical treatment and/or injury time.	Possible shock. Inability to think clearly. Some loss of functioning.	Single division. External impact. Some risk to reputation. Risk to staff. Adverse local or regional publicity.	Injury of employee or student. Physical altercation.	Security. External Emergency Services. Manager. Crisis Aid and Support Team. P&C. Executive Group.
Major	Severe health crisis-incapacity beyond 3 months	Shock. Loss of psychological functioning. Inability to think clearly.	Multiple divisions. External impact. Some risk to reputation. Risk to staff. Possible state media coverage.	Death of employee or student Major act of crime or violence.	Security. External Emergency Services. Services Australia (formerly DHS). Manager. Crisis Aid and Support Team. P&C. Executive Group. CEO. Board. Department of Education, Employment and Workplace Relations (DEEWR). Department of Home Affairs (DHA). VRQA.

Severity of Incident	Impact on Health and Safety	Psychological Impact	Organisational Impact	Examples include	Communication Requirements may include
Significant	Severe health crisis impacting beyond six months or death Medical treatment by emergency services.	Severe shock. Major loss of psychological functioning. Inability to think clearly.	Whole of organisation impacted. Risk to reputation. Risk to staff. National media coverage.	Terrorist attack. Natural disaster. Multiple deaths.	Security. External Emergency Services. Services Australia. (formerly DHS). Manager. Crisis Aid and Support Team. P&C. Executive Group. CEO. Board. DEEWR. DHA VRQA

Appendix 2: Process Chart - Student Critical Incident Response Procedure

Incident occurs.



Staff member gathers as much information as possible.



Security officer or equivalent is alerted and informs relevant staff/services depending on the severity level of the incident



Minor Incident	Moderate Incident	Major or significant Incident
<ul style="list-style-type: none"> • Security officer or equivalent coordinates first aid/ and or reporting. • Chair - Senior Counsellor provides consultation and follow up as required. • Senior Counsellor conducts evaluation, debrief and review including documentation. 	<ul style="list-style-type: none"> • Security officer or equivalent coordinates contact with emergency services and/or reporting. • Chair - Wellbeing and Counselling Services coordinates incident response in consultation with Executive Group and relevant internal staff. • Crisis Aid and Support Team provide appropriate follow- up. • Crisis Aid and Support Team and relevant staff conduct evaluation, debrief and review including documentation. • The CEO (and Board where appropriate) may make arrangements for any comments about the incident to WAI staff and students as well as comments directed at the media if required. 	<ul style="list-style-type: none"> • Security coordinates contact with emergency services and/or reporting. • Chair - Wellbeing and Counselling Services and Executive Team assist emergency services and/or DHS in responding to the incident. • Crisis Aid and Support Team provide appropriate follow- up including liaison with internal staff and students. • Crisis Aid and Support Team and relevant staff conduct evaluation, debrief and review including documentation. • The CEO (and Board where appropriate) make arrangements for any comments about the incident to WAI staff and students as well as comments directed at the media if required.



Escalate to the Business Continuity Plan where incident will impact usual operations of WAI for prolonged period of time.

APPENDIX 3:

List of Questions for Information Gathering Following a Student Critical Incident

- What is the nature of the incident?
- Is first aid required? Are emergency services required?
- Who is involved?
- What happened?
- When did the incident occur? Is it still in progress?
- Where did the incident occur (or is occurring if still in progress)?
- What actions have already been taken?
- What further actions are required?
- Who needs to be informed? Who has already been informed?
- Who has already engaged in actions to manage this incident?
- What resources are required to manage the incident?
- Has security been alerted?
- Has the Crisis Aid and Support Team been informed and consulted regarding the management of the incident and appropriate follow- up?
- Has the Executive Group/CEO been informed in case of a moderate to major incident?
- Is media comment required?

APPENDIX 4: Student Critical Incident Interventions & Notifications to External Agencies

Student critical incident Type	Coordinator of CIMT/IM Intervention													
	Telephone numbers & website addresses in Appendix 5 Student Critical Incident Resources													
D – Domestic Student I – International Student Do - Domestic outbound Mobility Sa – Study Abroad & Exchange Student X – all of the above	Police	Next of Kin	WAI Security	International Office	Hospital/Medical Service	Ambulance	Fire Service	Home University	Accommodation Provider	OSCH Provider	Department of Home Affairs	Referral to other policy	Counselling	Consulate
<i>Personal</i>														
• Death of a student	X	Police informs		I	X			Sa	X	I	Do & I		X	Do, Sa & I
• Attempted suicide, self-harm		X	on-campus	I	X				X			X	X	
• Life threatening injury/illness		X	on-campus	I	X			Sa	I	I		X		
• Sexual assault	X with student	X	on-campus	I	X			Sa	X			X	X	
• Missing students (in the case of Under 18 International student)	X	Police informs	on-campus	X				Sa	X		Do & I			Do, Sa & I
• Off-campus hostage situation/kidnapping/terrorism ²	D & I			X				Sa	X					
• Domestic violence	X		on-campus	I								X	X	
• Violent behaviour including severe verbal/psychological aggression	X		on-campus	I	X				X	I			X	
• Child protection matter		D & I			D & I				D & I	I		I	D & I	
• Shock				I									X	

Student critical incident Type	Coordinator of CIMT/IM Intervention													
	Telephone numbers & website addresses in Appendix 5 Student Critical Incident Resources													
D – Domestic Student I – International Student Do - Domestic outbound Mobility Sa – Study Abroad & Exchange Student X – all of the above	Police	Next of Kin	WAI Security	International Office	Hospital/Medical Service	Ambulance	Fire Service	Home University	Accommodation Provider	OSCH Provider	Department of Home Affairs	Referral to other policy	Wellbeing & Counselling	Consulate
<i>Medical requiring hospitalisation</i>														
• Burns/scalds			On-campus			X			X	I				
• Drug/ alcohol overdose			On-campus	I		X			X	I				
• Epi-pen use									X	I			X (and Access and Disability Services)	
• Infectious/pandemic disease (if scale not sufficient to be considered an emergency)									X	I				
• Injury			On-campus	I		X			X	I				
• Mental health crisis	X		On-campus	I					X	I			X	
• Poisoning				I					X					
<i>Other: Note this policy applies only if the scale is not sufficient to be considered an emergency. Emergencies as defined at section 4 of the Student Critical Incident Management Policy are to be handled in accordance with the Emergency Management Plan.</i>														
• Natural disaster	X			I			X		X				X	






APPENDIX 5: Student Critical Incident Resources

External Resources		
External Department	Location/Link	Phone No.
Emergency Services, Police, Fire, Ambulance	For Emergency Assistance whilst on an overseas journey relating to work or study contact International SOS immediately to receive urgent medical, travel or other assistance.	000 (Australia)
Local Police Station	Melbourne West Police Station Address: 313 Spencer Street, Melbourne 3000	8690 4444
Dept of Foreign Affairs & Trade (DFAT)	https://www.dfat.gov.au/	1300 555 135 (emergencies)
Dept of Home Affairs (DHA)	https://www.homeaffairs.gov.au/	13 18 81
CATT (Crisis Assessment and Treatment Team)	Adult: http://www3.health.vic.gov.au/mentalhealthservices/adult/index.htm Under 18s: http://www3.health.vic.gov.au/mentalhealthservices/child/northwest-c.htm	Adult: 1300 874 243 Under 18s: 1800 888 320
Crisis Support and Suicide Prevention	Lifeline https://www.lifeline.org.au/ Suicide Call Back Service https://www.suicidecallbackservice.org.au/	13 11 14 1300 659 467
Sexual Assault Crisis Line	https://www.sacl.com.au/	1800 806 292
Homelessness Crisis Service	The Salvation Army - St Kilda Crisis Contact Centre https://www.salvationarmy.org.au/locations/victoria/v235/st-kilda-crisis-contact-centre/	1800 627 727 (03) 9536 7777
Local Public Hospital	Melbourne: Royal Melbourne Hospital Address: 300 Grattan Street, Parkville Victoria 3050 https://www.thermh.org.au/contact	(03) 9342 7000
Poison Information Centre	Victorian Poisons Information Centre (Austin Health) https://www.austin.org.au/poisons/	13 11 26

WAI Resources		
Element	Location	Phone Number
Campus Security	All campuses	(03) 9606 3704
Wellbeing and Counselling Services (WACS)	Melbourne Campus	(03) 9606 2471
AHN Homestay providers	Melbourne & Canberra Office: melbourne@homestaynetwork.org	(03) 9458 9000
WAI Medical Centre	Melbourne Campus	(03) 9606 2208
International Office	All campuses	(03) 9606 2169

Wellbeing and Counselling Services Critical Incident Response Procedure

Note – In addition to Security, please contact Wellbeing and Counselling Services in the case of the following.

Critical Incident Classification	Code	
Death of a student or staff member	Black	
Self-harm & suicidality	Blue	
Sexual assault	Purple	
Homelessness	Red	
Incident not otherwise specified	Yellow	

Campus Security	(03) 9606 3704	Building A, Ground Floor Reception
Wellbeing and Counselling Services	(03) 9606 2210 (03) 9606 2471	Building C, Level 2 C206 & C207.

If Wellbeing and Counselling Services are unavailable, please contact a CAST team member or a Mental Health First Aider to assist you to complete the following procedures, in addition to contacting Security and management.

I NEED HELP NOW

If at any time you need immediate assistance, please contact the following 24-hours services:

- Lifeline **13 11 14**
- Suicide Call Back Service **1300 659 467**
- Safe Steps (Family Violence Support): **1800 015 188**
- Homelessness Crisis Line: **1800 627 727**
- Mental Health Triage (Adults): **1300 874 243**
- Mental Health Triage (Youth): **1800 888 320**
- Sexual Assault Crisis Line - **1800 806 292**

If at any time you are concerned about your safety or the safety of somebody else, please call Emergency Services on '000'.

Wellbeing and Counselling Services (WACS) is staffed during Office Hours (9am-5pm).

Lily Reed Title: Wellbeing Liaison Officer Location: C206	(03) 9606 2210	Lily.Reed@angliss.edu.au
Sue Wang Title: Senior Counsellor Location: C207	(03) 9606 2471	Sue.Wang@angliss.edu.au
Marion Miller Title: Counsellor Location: C207	(03) 9606 2471	Marion.Miller@angliss.edu.au
Tanya Rae Title: Counsellor Location: C207	(03) 9606 2471	Tanya.Rae@angliss.edu.au
Paul Kloppenborg Title: Manager Learning and Information Services Location: C308	(03) 9606 2235	Paul.Kloppenborg@angliss.edu.au