

Student Critical Incident

Procedure

Code and version control:	LIS017/17-06-2021
Policy owner:	Manager Learning and Information Services
Date approved by CEO:	17 June 2021
Scheduled review date:	29 May 2023
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.
- Reports incident to Security officer or equivalent.

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
- Notify and liaise with appropriate WAI staff and external parties including emergency services and Wellbeing & Counselling Services as required.

Step 3: Wellbeing & Counselling Services will:

- Coordinate incident support response in consultation with Security officer or equivalent, Executive Team, 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 Action Team (CAT), HeadSpace, Beyond Blue or other suitable external agencies.
- Liaises with Information Centre and Student Management Staff and Human Resources Staff to accessing student and staff contact details and contacting students and staff in order 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 the Process Chart – Classification of Student critical incidents (e.g. death, serious injury or a threat to life or property) the CEO 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 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.

Reports are to be stored confidentially in line with the Privacy and Data Protection Act 2014 (Vic). Refer to Appendix A for 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 (IOS) 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 IOS should be contacted as soon as possible. The IOS is to record the details of the incident and report the incident to the International Office Manager or Security officer or equivalent and WAI's Wellbeing and Counselling Services (WACS).

WACS staff and the International Office Manager or Director may contact the next of kin and lodge a missing person's report. In addition, the IOS 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 student and 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 (IOS) 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 IOS 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 International Office Manager or Director may notify the incident to the Police, student's nominated guardian, statutory services, Department of Home Affairs or other agencies. The *Child Protection Act 1999 (Qld)* 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

- Conduct 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.
- Conduct training and ongoing professional development in the area of student critical incident management.
- Complete training and ongoing professional development in the area of student critical incident management.

WACS Senior Counsellor with guidance from the Manager Learning and Information Services.

Develop and maintain an institute wide Crisis Aid and Support Team process including:

- Selection and recruitment of appropriate staff
- Arrangement of training in mental health and psychological first aid

- Convene regular team meetings and skills development sessions.
- Provide information on opportunities for ongoing professional development of the team in the area of student critical incident stress management.
- Supervise recruited staff and coordinate appropriate interventions following a student critical incident in consultation with senior management and the Crisis Aid and Support Team.
- Ensure 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.
- Consult with and make recommendations to the Executive on the appropriate management of a student critical incident following an incident.

Crisis Aid and Support Team

- Complete training and ongoing professional development in the area of mental health awareness, student critical incident stress management and dealing with student critical incidents \
- Regularly attend training and updating of professional skills and expertise.
- Contribute to the planning and implementation of appropriate interventions following a student critical incident.
- Commit to incident documentation, evaluation and review processes.
- Maintain 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.

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 Immigration and Citizenship, 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.
- Arrangements 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 are summarised in

Appendix 2 is the Process Chart – Critical Student 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 HR.
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. HR. Executive Team.
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. DHS. Manager. Crisis Aid and Support Team. Executive Team. CEO. Board. DEEWR. DHA VRQA.
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. DHS. Manager. Crisis Aid and Support Team. Executive Team. 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 - Senior Counsellor coordinates incident response in consultation with Executive team 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 - Senior Counsellor 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 Team/CEO been informed in case of 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 1 Student critical incident Resources													
	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 1 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 Disability Support 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)	http://dfat.gov.au/pages/default.aspx	1300 555 135 (emergencies)
Dept of Home Affairs	https://www.homeaffairs.gov.au/	1300 558 287
CATT (Crisis Assessment and Treatment Team)	Adult: http://www.health.vic.gov.au/mentalhealthservices/adult/inwest-a.htm Under 18s: http://www.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/	131 114
Sexual Assault Crisis Line	https://www.sacl.com.au/	1800 806 292
Local Public Hospital	Royal Melbourne Hospital Address: 300 Grattan Street, Parkville Victoria 3050 https://www.thermh.org.au/	(03) 9629 2400
Poison Information Centre	http://www.poisonsinfo.nsw.gov.au/	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 96062169