



Policy Name:	Critical Incident
Document Number:	HAS 5.2.01
Approved by:	CEO
Last Approval Date:	April 2022
Review Date:	April 2024
Audience:	NIET Group (AAI) Staff, Students and Community
Contact Officer:	Campus Director
Related Policies:	NIET Group (AAI) Bullying and Harassment Policy
Legislation:	2015 National Code 2007 — Standard 6 Privacy Act 1988: Privacy Amendment Act 2012

1. Purpose

The Critical Incident policy is intended to provide a framework for the response to, and management of, critical incidents that pertain to domestic and international students studying at the NIET Group (AAI).

2. Definition

For the purpose of international student management, a critical incident is defined by the ESOS National Code, Standard 6, as ‘a traumatic event, or the treatment of such (within or outside Australia), which causes extreme stress, fear or injury’.

Critical incidents may include, but are not limited to:

- missing student.
- severe verbal or psychological aggression.
- death, serious injury or any threat of these.
 - natural disaster both within Australia or home country; and
- issues such as domestic violence, sexual assault, drug or alcohol abuse. Non-life-threatening events could still qualify as critical incidents.

3. Policy

The NIET Group (AAI) will develop and implement systems and processes for appropriate, effective and speedy responses to, and management of, critical incidents. Priority will be given to responding to and managing critical incidents. The NIET Group (AAI) has staff members designated to assist in the prevention and management of critical incidents at the NIET Group (AAI), or off campus in the case of an overseas student for whom the NIET Group (AAI) has undertaken care responsibilities or other students and staff involved in the NIET Group (AAI) -related activities.



The critical incident team includes CEO, Finance Manager, Campus Director and a senior member of teaching staff of each campus.

The responsibilities of the team include:

- risk assessment of hazards and situations which may require emergency action.
- analysis of requirements to address these hazards.
- establishment of liaison with all relevant emergency services e.g., police, fire brigade, ambulance, community emergency services, hospital, poisons information centre, community health services.
 - 24-hour access to contact details for all students and their families [for overseas students this includes agents, consular staff, embassies, interpreter services].
 - 24-hour access to contact details for all relevant faculty or staff members needed in the event of a critical incident
- development of a critical incident plan for each critical incident identified.
- assisting with implementation of critical incident plans.
- dissemination of planned procedures (including provision of a brief summary of the Critical Incident Policy in plain English and highlighting the critical incident contact person for distribution to all students, and especially international students);
- co-ordination of appropriate faculty and staff development; and
- regular review of critical incident plans (including an annual review of contact numbers to ensure currency).

The Finance Manager will be responsible for critical incident procedures (Critical Incident Coordinator), designating an appropriate member of critical incident team as team leader. Designated Team Leaders within the NIET Group (AAI) will guide critical incident response and management from first report of an incident to completion of the response, including review and evaluation of responses to the incident.

Other than the CEO, members of the NIET Group (AAI) staff must not communicate with the media concerning a critical incident unless they are approved by the CEO to be a spokesperson in relation to the incident.

NIET Group (AAI) approved records management system will have effective processes for record-keeping and records management in relation to critical incidents.

Procedure

1. In the event of a critical incident, the following steps must be taken to ensure safety and well-being of all students and staff.
 - a. Evacuate building, if necessary.
 - b. Contact emergency services as appropriate.
 - c. Advise Critical Incident Coordinator and/or Head of School.
2. The Critical Incident Coordinator or designated team leader will:
 - a. Provide all those affected by the incident with access to factual information.
 - b. Coordinate the de-briefing of those affected within 8 hours of the incident.
 - c. In the case of international students advise DIAC and student's family, if appropriate.
 - d. Liaise with emergency services or authorities, if required.



- e. Monitor the need for counselling for those affected by the incident and facilitate, if required.
- 3. On-going assessment should be made for additional support from outside agencies. 3. Record of incident to be made and kept in administration and/or student files.
- 4. Review of procedure to occur annually. In the event of a critical incident a review should be conducted initially within 2 weeks and then monthly as deemed necessary.

Example of Critical Incident Process:

Incident	Action	Contact
Any emergency involving international students, including: Severe verbal or psychological aggression Death, serious injury or any threat of these Natural disaster Issues such as domestic violence, sexual assault, drug or alcohol abuse	For students under 18 years, contact family in the student's home country and carer in Australia For students 18 years and older contact the student's family in their home country and the carer [if they have one] and emergency contact Notify Department of Home Affairs and Department of Education and Training and Australian Skills Quality Authority (ASQA) of the emergency and actions taken by the college Record on the student's file all actions, interviews and conversations	Critical Incident Coordinator – Gold Coast Campus Campus Director Phone: 07 32160288 Critical Incident Coordinator – EMP Campus Campus Director Phone: (07) 3216 0288



<p>Missing students:</p> <ul style="list-style-type: none"> Students who cannot be located or contacted and have been absent for five [5] consecutive days 	<p>Contact the student's carer or emergency contact</p> <p>Follow up with other students and friends to locate the student</p> <p>Contact parents overseas</p> <p>Report student as a missing person to police and obtain and Event Number. Notify Department of Home Affairs as required and Department of Education and Training and Australian Skills Quality Authority (ASQA) of the missing student and actions taken by the college.</p>	<p>Critical Incident Coordinator EMP Campus Campus Director (07) 3216 0288</p> <p>Critical Incident Coordinator – Gold Coast Campus Campus Director Phone: 07 32160288</p> <p>Local Area Police Phone: (07) 3364 3102 Upper Mount Gravatt Police Station 2132 Logan Road, Upper Mount Gravatt QLD 4122</p>
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Version History				
Review Period:		2 years from date of last approval		
Version Number:	Approved by:	Approval Date:	Effective Date:	Sections Modified:
V1				Drafted New Policy developed
V1	CEO	April 2022	April 2022	Approval of new policy