



CRITICAL INCIDENT POLICY

1. Purpose

Australian Study Link Institute has a duty of care to protect and provide the highest possible standard of health and safety for its students, staff and visitors. ASLI aims to be in state of preparedness to deal with any critical incident which may arise during on campus and off campus activities through effective planning, management and rehearsal.

The purpose of this policy is to recognise the duty of care owed by the institute to all persons associated with ASLI in accordance with the ESOS Act National Code 2018 Standard 6 (REF 6.8).

ASLI has implemented a documented policy and process for managing critical incidents that could affect the overseas student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm.

This policy includes contact information of the police, emergency services and any other organisations that may be able to assist in such a situation, for example, community/multi-cultural organisations or phone-counselling services.

2. Responsibility

The CEO is responsible for the implementation of this policy and to ensure that staff and students are aware of its application and that staff implement its requirements if necessary.

ASLI will maintain a written record of any critical incident and remedial action taken by the ASLI for at least two years after the overseas student ceases to be an accepted student to comply with standard 6.8 of the National Code 2018.

ASLI will assist staff and students to prevent or respond promptly, effectively and appropriately to any incident (within or outside Australia) which is likely to cause loss of life, injury, trauma, damage, or disruption.

ASLI will ensure that:

- an effective approach is taken to respond to critical incidents as they occur
- support and counselling services are available to those who are affected by critical incidents
- Training and information resources are provided to staff in the handling of critical incidents.

3. Definitions

A **Critical Incident**: is 'a traumatic event, or the threat of such (within or outside Australia), which causes physical or psychological harms including extreme stress, fear or injury.

ESOS Act means the Education Services for Overseas Students Act 2000 and all association legislation including the National Code of Practice for Providers of Education and Training to Overseas Students 2018 ("National Code").

PEO/CEO: Principal Executive Officer, also known as the Chief Executive Officer (CEO)-**1300 200 839, +61 396 399 951**

4. Requirements

4.1. This policy and procedure cover the:



- a. Action to be taken in the event of a critical incident
- b. Required follow up to the incident
- c. Important contact
- d. Record to be kept of the incident and action taken.

4.2. Critical incidents are not limited to, but could include:

<ul style="list-style-type: none">• Accidents• Threats of harm, theft, sexual assault etc.• Chemical, radiation or bio-hazard spillage;• collapse or major building damage• dangerous or threatening person• death, serious injury or any threat of these• disappearance or removal of staff or student(s)• domestic violence, drug/alcohol abuse	<ul style="list-style-type: none">• Fire, explosions, gas leak, weapons, bombs• incidents involving siege, hostage,• injury or death of a student, staff member or member of the public• medical emergencies• missing students• natural disasters such as earthquake,• floods or windstorms• outbreak of disease
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4.3. Reporting to the Department of Home Affairs (DHA): The Educational Services for Overseas Students Act 2000 (ESOS Act) requires the institute to notify the Department of Home Affairs (DHA) as soon as practical after an incident occurs to an international student or which causes an absence affecting the student's attendance. In the case of a student's death or other absence affecting the student's attendance, the incident will need to be reported to the Department of Home Affairs via PRISMS.

4.4. Providing Assistance in case of serious injury or death: When a student dies or sustains serious injury, the institute may be required to assist the student's family. This may include:

- hiring interpreters
- making arrangements for hospital/funeral/memorial service/repatriation
- obtaining a death certificate
- assisting with personal items and affairs including insurance issues
- assisting with visa issues (in case of international students)

4.5. Following a critical incident, **ASLI's authorised staff** will analyse the response and process of the institute and implement improvements where indicated.

4.6. CEO will analyse response to the critical incident to contribute the continuous improvement of policy and procedures of the institute.

5. Procedures

On campus Incidents: If the incident is on campus and involves death, serious injury or a threat to life or property, CEO should be contacted immediately.

Off-campus Incidents: If the critical incident involves a student or staff member and is off-campus, the person receiving the information must immediately contact the CEO.



Immediate Action- Inform the CEO of a Critical Incident or Call Emergency Services at 000

- Person witnessing critical incident should contact the CEO and other senior members of staff (if CEO is not available) immediately. Or
- If incident is serious, contact emergency services by calling 000.

If no staff is available around you and danger to life or safety occurs, all staff members are authorized to take appropriate action including but not limited to:

- **Identify nature of critical incidents** and consequences.
- If consequences are life threatening or immediate danger to safety of yourself and other people, remove **/evacuate yourself and others from area of danger to a safe area.**
- **Contact emergency services by calling 000.** When you call Triple Zero (000) it will prompt if you want **Police, Fire or Ambulance** --> Stay calm, do not shout, speak slowly and clearly, and tell emergency services exactly:
 - Location, time
 - Nature of critical Incident (e.g. threat, accident, death or injury)
 - Names of people involved
- After providing details of emergency, **contact PEO/CEO as soon as practicable.** If this is not possible, then contact the senior most people available and brief them about the incident and its status along with
 - Location, time, nature of critical incident
 - Names, roles and contact information of people involved.

CEO will seek information about the incident and make a determination about whether information about the incident should or should not be publicly available. The CEO will issue instructions to urgently deal with any emergency matter.

Remember

In case of Emergency Evacuation

- **Do not panic:** immediately prepare to leave the building by the nearest and safest exit.
- Assist any person with disability to leave the building.
- Do not attempt to carry people down stairs.
- Walk quickly and calmly to the designated assembly area for your building or as advised by a Warden or Fire and Emergency Services personnel.
- **Do not use the Lifts if there is any.**
- Remain at the assembly area (in groups) until instructed to leave by a Warden or Fire and Emergency Services personnel.
- Do not re-enter the building until informed that it is safe to do so by a Warden or Fire and Emergency Services personnel. Do not enter a building in alarm.

5.1. On receipt of news or information regarding a critical incident, the CEO or senior person will do following:

- Create for themselves a **clear understanding** of the known facts.
- If an emergency exists and emergency services are not contacted already, it is advisable to **contact the relevant emergency services by calling 000** as soon as possible.
- **Ensure safety** of students and staff including evacuation (if not done already).
- If translators are required, contact Translating and Interpreting Services by calling 13 14 50.



- Be present when emergency arrive and liaise with emergency services
- Deploy institute resources and supervise critical incident and emergency response.
- If counselling services are required, contact Life Line on 13 11 14
- If the critical incident is at an offshore location, contact the Department of Foreign Affairs and Trade (+61 2 6261 3305 or +61 2 6261 1111) for advice on best way of assisting student.
- Plan an immediate response.
- Plan ongoing strategies.
- Allocate individual roles/responsibilities for ongoing tasks.

Follow up Action

5.2. Based on an evaluation of the critical incident the CEO or most senior person must, where appropriate, implement the following:

- Contact with next of kin/significant others, contact the person mentioned as an emergency contact on Application form
- Inform staff and students of the institute.
- Prepare a guideline for staff about what information to give to students in line with privacy policy.
- Prepare a written bulletin to staff and students if the matter is complex.
- Brief staff and delegate a staff member to deal with telephone/counter inquiries.
- Managing any media- PEO or Delegate will be responsible for handing calls and queries from media.
- When liaising with media, PEO/Delegate must keep privacy legislation in mind and must consult with emergency services prior to providing sensitive information to media, which might affect the functioning of the emergency services.
- Identify students and staff members most closely involved with the incident and ensure that they are offered support and counselling
- Arrange a time and place for an initial group/individual debriefing session with Counsellor/s.
- Arrange access to emergency funds if necessary.

5.3. Record the incident and the following key details to report including:

- The time of the incident.
- The location and nature of the incident.
- The names and roles of persons directly involved in the critical incident.
- The action taken by the institute including any opportunities for improvement.
- The organisations and people contacted by the institute.

5.4. Recording and Reporting Critical Incidents

After critical incident has occurred, CEO will ensure that within 24 hours, a critical incident report is produced and an entry is made in the Critical Incident Register. ASLI will maintain a written record of any critical incident and remedial action taken by ASLI at least two years after the overseas student ceases to be an accepted student.

5.5. Continuous Improvements Register

Following the incident, a senior management review will be undertaken, and recommendations should be provided for **continuous improvement register**, if appropriate. ASLI will put in place policies and procedures to ensure the incident is not repeated.



6. Emergency Contact Details

6.1. Australian Study Link Institute

In person

Critical incident officer: Mr. Pawandeep Singh Aulakh

Phone no: +61 1300 200 839, +61 396 399 951

Address: Level 2, 123 Lonsdale St, Melbourne, Vic 3000

(Reception or relevant Management Member)

Office Hours 9:00 a.m. - 5:00 p.m. (Monday to Friday)

By Phone: 1300 200 839, +61 396 399 951

After Hours: CEO Number: 0403 597 094

By Email: sso@asli.vic.edu.au

6.2. State Emergency Services

Ambulance, Fire or Police: **000** (Dial 112 on mobile if out of network range)

<https://www.triplezero.gov.au/Pages/default.aspx>

6.3. Free Support Services

- Sexual Assault Crisis Line 1800 806 292 www.sacl.com.au
- Lifeline 13 11 14 www.lifeline.org.au
- Beyond Blue 1300 224 636 www.beyondblue.org.au
- DACAS (Drug and Alcohol Clinical Advisory Service) 1800 812 804
- Gambling 1800 858 858 www.gamblinghelponline.org.au
- Counselling online 1800 888 236 <https://www.counsellingonline.org.au/>
- Gay & Lesbian (03) 9479 8724 www.glhv.org.au

➤ Emergency and Support Services

Police	000	https://www.police.vic.gov.au/
Ambulance	000	https://www.ambulance.vic.gov.au/
Fire	000	https://www.emergency.vic.gov.au/
National Security Hotline	1800 123 400	www.nationalsecurity.gov.au/
State Emergency Service	132 500	https://www.ses.vic.gov.au/
Telstra Call Tracing Service	1800 805 996	www.telstra.com.au
Poisons Information	13 11 26	https://www.betterhealth.vic.gov.au/health/serviceprofiles/victorian-poisons-information-centre-service
Gas Emergency	1800 427 532	https://www.australiangasnetworks.com.au/gas-explained/about-natural-gas/gas-leaks-and-emergencies
Electricity Emergencies	1800 000 922	https://esv.vic.gov.au/safety-education/emergencies/electrical-emergency/



Community Bodies		
Australian Red Cross	1800 733 276	www.redcross.org.au
Salvation Army Counselling Services	13 SALVOS (13 72 58)	www.salvos.org.au
Mensline	1300 78 99 78	https://mensline.org.au/
Enough is Enough (anti-violence counselling) & Road Trauma Network		www.enoughisenough.org.au www.rtssv.org.au

7. Critical Incident Management Flowchart

Immediate Action	
Witnessing critical incident	Contact Emergency Services - Dial 000. Person witnessing critical incident should contact the CEO and other senior staff member (if CEO is not available) immediately.
Assess situation: focus on immediate safety of other students and staff	Assess the situation and if immediate danger exists: Remove yourself and others from the area to emergency gathering area (refer to evacuation plans in each area) Contact emergency services by calling 000, when you call Triple Zero (000) it will prompt if you want Police, Fire or Ambulance. Stay calm, do not shout, speak slowly and clearly and tell emergency services exactly where to come. Give an address or location. Contact CEO/senior staff and ASLI's first aid officers.
PEO/Critical incident officer	<ul style="list-style-type: none"> Create for themselves a clear understanding of the known facts Call 000 if an emergency exists and emergency services are not contacted already. Ensure safety of students and staff including evacuation (if not done already). Be present to liaise with emergency services. Deploy resources and supervise critical incident. Plan an immediate response. Plan ongoing strategies. Allocate individual roles/responsibilities for ongoing tasks. Communicate with families, students, staff and other relevant people. Undertake debriefing & identify counselling needs and arrange counselling.



AUSTRALIAN STUDY LINK INSTITUTE

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CRICOS No: 03483G | RTO No : 40794

Within 24-48 hours	<p>PEO/ CEO - Manage the media Prepare a written statement Plan ongoing action</p> <p>Based on an evaluation of the critical incident, the CEO or most senior person will, where appropriate, implement the following:</p> <ul style="list-style-type: none"> • Contact with next of kin/significant others • Inform ASLI’s staff and students. • Prepare a guideline for staff about what information to give to students in line with privacy policy. • Prepare a written bulletin for staff and students if the matter is complex. • Brief staff and delegate a staff member to deal with telephone/counter inquiries. • Managing any media - CEO or Delegate will be responsible for handing calls and queries from the media. • When liaising with media PEO/CEO Delegate must keep privacy legislation in mind and must consult with emergency services prior to providing sensitive information to media, which might affect function of the emergency services. • Identify students and staff members most closely involved with the incident and ensure that they are offered support and counselling • Arrange a time and place for an initial group/individual debriefing session with Counsellor/s • Arrange access to emergency funds if necessary.
Within 7 days	<p>CEO completes "Incident Report" form (Appendix 1) Record the incident and include the following key details in report:</p> <ul style="list-style-type: none"> • The time of the incident • The location and nature of the incident • The names and roles of persons directly involved in the critical incident • The action taken by the institute including any opportunities for improvement • The organisations and people contacted by the institute.
Within 7-14 Days (as deem appropriate)	<p>Following the incident, a senior management review will be undertaken, and recommendations will be placed in the continuous improvement register if appropriate. ASLI will put in place policies and procedures to ensure that the incident is not repeated.</p>

Related documents

Critical incident report form
Sample Letter: Letter sent to parents
Critical incident checklist

Appendix 1- Critical Incident Form



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Part A

Details of Person completing the form	Name			
	Phone no:			
	Email address			
Date and Time of Incident				
Location of the incident				
Brief description of Incident	Type of Incident:			
	Description of Incident:			
Name and contact details for witnesses to the incident				
Was anyone injured	No (Complete Part C)		Yes (Complete part B)	

Part B

Details of Injured Person	Name			
	Gender	<input type="checkbox"/> Male	<input type="checkbox"/> Female	
	Date of Birth			
	Contact details			
	Emergency contact details			
Description of Injury				



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Treatment Required	<input type="checkbox"/> No	<input type="checkbox"/> First Aid	<input type="checkbox"/> Doctor	<input type="checkbox"/> Hospital admission
	<input type="checkbox"/> Other, please specify			

Part C

Description of damage		
Were there any other services involved/ attended? (If yes, attach a copy of the report)		
Person/s involved		
Name	Contact Number	Address
Recommended Actions Taken by ASLI		
Sign:		Date:

Appendix 2: Sample Letter

Sample Letter

LETTER TO PARENTS



(Sample letter in the event of a tragedy)

Dear Parents,

The Institute has experienced (the sudden death/accidental injury) of one of our students. We are deeply saddened by the death/events.

(Brief details of the incident, and in the event of a death, perhaps some positive remembrances of the person lost). We have support structures in place to help your child cope with this tragedy. (Elaborate).

It is possible that your child will have some feelings that he/she may like to discuss with you.

You can help your child by taking time to listen and encouraging them to express their feelings.

If you would like to receive any advice or assistance, you may contact the following people at the Institute:

[PEO/CEO]
[Operations Manager/ Campus Manager]
[Student Support Officer]

Regards,
xxxxxxxxxx
Chief Executive Officer
Australian Study Link Institute
Address: Level 2, 123 Lonsdale St, Melbourne, Vic 3000
Telephone: 1300 200 839, +61 396 399 951
Email ID: sso@asli.vic.edu.au

Appendix 3: Critical Incident Checklist Critical incident checklist

Questions	Yes	No	Any comments
Staff and Students are aware about the process followed during Critical Incident policy.			
Team has been designated to provide support and guidance to students.			
Safety of student and others confirmed.			
Incident reported to the Emergency services (By Dialing 000- Police, Fire, Ambulance)			
Incident reported to CEO			
Incident reported to any other person Please specify:			
CEO is present to liaise with emergency services			
Critical incident has been supervised			
Immediate response planned by CEO			
Families, students, staff and other relevant people have been communicated.			



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Written Bulletin have been prepared if matter is complex.			
Students offered counselling and ongoing support.			
Staff members are given brief description on how to deal with telephone/counter enquiries			
Arrangements have been made for Media management			
Privacy legislation has been kept in mind before speaking to media.			
Consulted with emergency services before providing information to media.			
Written Critical incident record is maintained			
Recommendation have been placed in continuous improvement register			
Written record of critical incident and action taken by ASLI will be maintained for at least two years after the overseas student ceases to be an accepted student.			