

HIIE CRITICAL INCIDENT POLICY AND PROCEDURE

INTRODUCTION

This policy and procedure covers all critical incident and the appropriate infrastructure must be in place to ensure the provision of all necessary support services for on-campus international students.

This document outlines HIIE's Critical Incident Policy, support mechanisms and procedures for managing a critical incident. This policy will ensure that HIIE 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
- Appropriate communication method and channels

DEFINITION

A critical incident is defined by the **National Code [under Standard 6]** as '*a traumatic event, or the threat of such [within or outside Australia], which causes extreme stress, fear or injury*'.

Critical incidents may include, but are not limited to:

- serious injury or illness of a student or staff
- death of a student or staff
- students or staff lost or injured during fieldwork experiences
- a missing student
- severe verbal or psychological aggression
- sexual and/or physical assault / abuse
- student or staff witnessing a serious accident or incidence of violence
- natural disaster e.g. earthquake, flood, windstorm, hailstorm, or extremes of temperature
- fire, bomb-threat, explosion, gas or chemical hazard
- social issues e.g. domestic violence, drug use, alcohol abuse, mental health crisis or attempted suicide
- international hostage situations/kidnappings

CRITICAL INCIDENT TEAM

- HIIE has a Critical Incident Team to assist HIIE RTO's Manger in the prevention and management of critical incidents at HIIE, or off campus in the case of an overseas student for whom HIIE has undertaken care responsibilities.
- The RTO Manager is the critical incident team leader.
- The Critical Incident Team also includes:
 - Workplace Health and Safety Representatives
 - Student Service Officers

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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 and/or Department of Immigration and Border Patrol.
- 24-hour access to contact details for all students and their families [for overseas students this includes agents, consular staff, embassies]
- 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, RTO Manager, Registrars
- Development of a Critical Incident Plan for each critical incident identified
- Assisting with implementation of Critical Incident Plans
- Dissemination of planned procedures
- Organisation of practice drills
- Coordination of appropriate staff development
- Regular review of Critical Incident Plans

CRITICAL INCIDENT PROCEDURES

HIIE Critical Incident Plans assign responsibilities among relevant staff members, and cover all the actions to be taken and timelines for doing so.

Immediate Response [within 24 hours]

During Operating Hours

- Students and staff are required to notify any critical incident involving an international student immediately to the Student Services Personnel.
- Student Services Personnel will consider the details and severity of the incident and determine what action needs to be taken.
- If the incident is not severe and can be resolved with resources available, Student Services Personnel will initiate the action to ensure the appropriate level of support is provided.
- If the incident is severe and warrants a level of support/assistance from external resources Student Services Personnel 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. This event must be reported to the RTO Manager of the College.

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Outside Operating Hours

- Students and staff are required to notify any critical incident involving an international student immediately to the RTO Manager on 07 55479666
- The RTO Manager will gain access to the records of the international student/s involved to enable verification of details to any emergency services involved.
- The RTO Manager and Student Support Officers will determine if there is any care or support required to be provided and make the necessary arrangements.
- The Critical Incident Team will determine whether other staff or family members need to be advised of the details of the incident. They will take the necessary action.

Detailed Procedures

- identify the nature of the critical incident
- contact emergency services [under no circumstances are students/staff to be transported in private vehicles]
- secure the area, if applicable
- ensure safety and welfare of staff and students
- notification of the critical incident team leader
- implementation of appropriate Critical Incident Plan
- liaison with emergency services, hospital and medical services
- managing media and publicity
- contact and inform parents and family members
- identify students and staff members most closely involved and at risk
- assess the need for support and counselling for those directly and indirectly involved

Secondary Response [48–72 hours]

- assess the need for support and counselling for those directly and indirectly involved [ongoing]
- provide staff, students, and wider HIIE community, with factual information as appropriate
- arrange debriefing for all students and staff most closely involved and at risk
- Restore HIIE to regular routine, program delivery, and community life as soon as practicable
- completion of Critical Incident Report

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Ongoing Follow-up Response

- identification of any other persons who may be affected by the critical incident and provide access to support services for community members
- provision of accurate information to students and staff
- arrangement of a memorial service and occasional worship as appropriate
- maintain contact with any injured and affected parties to provide support and to monitor progress
- monitor staff and students for signs of delayed stress and the onset of post-traumatic
- stress disorder; providing specialised treatment as necessary
- evaluation of critical incident management
- plan for and be sensitive to anniversaries
- manage any possible longer term disturbances e.g. inquests, legal proceedings

REPORTING

By students

All international students will be advised during orientation of the details of the HIIE Critical Incident Policy and Procedure. Each student will be given documentation which contains details of relevant and local emergency services 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 HIIE for 5 working days, the matter is to be reported to the police and the family of the international student involved.

Media Releases

HIIE recognises that each critical incident is unique and the dynamics of each situation will need to be assessed when it occurs. To protect the privacy of individuals and to ensure the provision of accurate information, HIIE has developed an agreed approach to media management.

- the RTO Manager normally handles all media releases
 - the RTO Manager gathers information, checks all facts, and determines the official HIIE response

- the RTO Manager ensures training/advice is provided for all staff to respond to telephone or occasional enquiries following a critical incident
- the RTO Manager may delegate media liaison to another member of staff
 - the Critical Incident Team leader is the delegated person to manage access of the media to the scene, and to staff, students, and relatives

Evaluation and Review of Management Plan

- 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 and to make modifications as required.
- The evaluation process will incorporate feedback gathered from all staff, students, and local community representatives
- An evaluation report will be made available to HIIE management team and the wider community.

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	Hospital Next of kin	Administration staff Accommodation provider HRM Health & Safety Unit*	OSHC Relationship Australia Health Service HRM Health & Safety Unit*
2	Death of a student or staff	Police Hospital Next of kin Student Administration	Accommodation provider Consulate/Embassy Administration staff Health & Safety Unit Department of Home Affairs	OSHC Relationship Australia Health Service Health & Safety Unit
3	Students or staff lost or injured during fieldwork experiences	Police Hospital Next of kin Student Administration	Accommodation provider Consulate/Embassy Administration staff Health & Safety Unit Department of Home Affairs	OSHC Relationship Australia Health Service HRM Health & Safety Unit*
4	A missing student	Police Next of kin	Accommodation provider Consulate/Embassy Administration staff	Relationship Australia Health Service

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			Department of Home Affairs	
5	Severe verbal or psychological aggression	Police Hospital – Mental Health Unit	Accommodation provider Relationship Australia Health	Relationship Australia Health Service
6	Sexual and/or physical assault / abuse	Police Hospital	Relationship Australia Health Service	Relationship Australia Health Service
7	Student or staff witnessing a serious accident or incidence of violence	Police	Relevant students Hospital Health Service Health & Safety Unit	Relationship Australia Health Service
8	Natural disaster e.g. earthquake, flood, windstorm, hailstorm, or extremes of temperature	Consulate/Embassy Police	Hospital Accommodation Provider Relevant students Administrative staff	Relationship Australia
9	Fire, bomb-threat, explosion, gas or chemical hazard	Police Emergency Services	Relevant students Hospital Health Service Administration staff Health & Safety Unit	Relationship Australia Health Service
10	Social issues e.g. domestic violence, drug use, alcohol abuse, mental health crisis or attempted suicide	Police Hospital (Mental Health Unit, if applicable) Next of kin	Accommodation provider Relationship Australia Health Service Relevant students	Relationship Australia Health Service OSHC
11	International hostage situations/kidnappings	Consulate/Embassy Police	Accommodation Provider staff Administrative staff	Relationship Australia Health Service

* If death, injury or illness has resulted directly from an activity associated with the student's course of study.

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EMERGENCY RESOURCES

ELEMENTS	LOCATION	PHONE NUMBER
JIMBOOMBA CAMPUS	105-111 JOAHANNA ST, JIMBOOMBA 4280 QUEENSLAND	(07) 5547 9666
OFF CAMPUS RESOURCES		
Emergency		000 112 for Mobile
Brisbane Police Communication Centre (Policelink)		3364 6464
Emergency First Aid Service		0500 555912
Poison Information Centre		13 11 26
Brisbane Fire / Rescue Service Enquiries		3247 8594
Mater Hospital	Vulture Street, South Brisbane	3840 8111
Prince Charles Hospital	Rode Road, Chermside	3350 8111
Princes Alexandra Hospital	Ipswich Road, Wooloongabba	3240 2111
Royal Brisbane Hospital	Herston Road, Herston	3253 8111
QE II Hospital	Kessels Road, Coopers Plains	3275 6111
Wesley Hospital	Coronation Drive, Auchenflower	3232 7000
Logan Hospital	Armstrong Road, Meadowbank	3299 8899
Gold Coast Hospital	108 Nerang Street, Southport	5519 8211
Dept of Foreign Affairs & Trade	http://www.dfat.gov.au	1300 555 135 (emergencies)
Dept Immigration and Citizenship	http://www.immi.gov.au	131 881
Counselling: Relationship Australia (Qld)		1300 364 277

CRITICAL INCIDENT PLAN

Tasks	Done	N/A	Completed Date	Remarks
Notification				
Notification to Critical Incident Team and relevant staff				

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Confirmation of student's identity				
Obtain details of the incident from the person who reported				
If student dies, report to HIIE Manager / CEO				
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 administration staff				
Contact RTO Manager				
Contact Student Support Officer(s)				
Contact Department of Home Affairs				
Contact Sponsor/ agent				
Contact OSHC provider				

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Arrange access to legal advice				
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				
Prepare and send condolence letters				
Evaluation				
Conduct debriefing session				
Staff evaluation				
Keep records				
Prepare and send thank you letters				