



# Critical Incident Policy and Procedure

## 1. Policy

This policy/procedure is to be used whenever there has been a critical incident that may affect students or staff and is designed to provide support as required to traumatic events.

This procedure ensures that any critical incident that occurs is documented, reported and any identified required action is taken by the RTO.

## 2. Definitions

A Critical incident is defined as *'a traumatic event, or the threat of such (within or outside Australia which causes extreme stress, fear or injury.'*

Such Critical Incidents are not limited to but may include:

- Missing students
- 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

Examples of critical incidents that may occur to an International Student are:

- **Death** (Including death of a dependant residing in Australia)
- Accidental, Suicide, Result of an injury or terminal illness, or Murder
- **Serious Illness** which causes the deterioration of the student/staff member's health over time.
- **Serious Injury** which prevents or severely affects the student's ability to continue with or complete the course.

Non-life-threatening events could still qualify as critical incidents although serious illness or injury would probably not be considered a critical incident in the broader campus community.

## 3. Procedure

Where a Critical Incident is identified the following procedures must occur. As part of the reporting process the RTO Manager will confirm that the incident falls under the definition provided above of a 'Critical Incident'.

### Reporting

- When a staff member feels a critical incident has occurred, they are required to contact emergency services where required and contact the RTO Manager immediately.
- A 'Critical Incident Report' (Appendix A) is to be completed by the appropriate staff member involved in the incident or notification of the incident. Where appropriate the report will be completed/verified by the RTO Manager and given to the CEO.
- The 'Critical Incident Report' is to contain as much information as possible and indicate the people directly involved in the incident.
- The Educational Services for Overseas Students Act 2000 (ESOS Act) requires Yarra College Australia to notify the appropriate government agency(s) soon as practical after the incident and in the case of

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Australia

a student's death or other absence affecting the student's attendance, the incident will need to be reported via the Provider Registration and International Student Management System (PRISMS).

### ***Consultation of Action Plan***

- The CEO will assess the Critical Incident and implement a plan of action to follow up the Critical Incident.
  
- Where required, a meeting with appropriate staff/students will be organised to follow up the incident. This meeting will determine issues and responsibilities relating to:
  - Assessing risks and response actions
  - Liaison with emergency and other services
  - Contact with students' relatives and other appropriate contacts
  - Liaison with other external bodies, such as home stays, carers or foreign embassies, and
  - Counselling and managing students and staff not directly involved in the incident.
  - Media Management (Where required)
  
- Where appropriate, Yarra College Australia may be required to provide support to the family in the form of:
  - 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

### ***Follow up & Review of Critical Incident***

Where a critical incident has occurred and all immediate action and reporting requirements have been fulfilled, Yarra College Australia will conduct a follow up and review of the specific critical incident. This follow up and review will involve those staff members initially involved in the incident and action plan meeting and will ensure:

- Any required follow up such as de-briefing, counselling and prevention strategies have been completed.
- All staff and students involved in the incident have been informed of all outcomes from the incident
- A recommendation as to the response to the critical incident is documented and included in the continuous improvement submissions
- Any further follow up required is documented and responsibilities allocated to appropriate staff.

### ***Record keeping requirements of a Critical Incident***

All records of a critical incident are to be maintained by the RTO and it is the responsibility of the CEO to ensure that all paperwork, immediate action, and follow up action is completed.

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### Critical Incident Report

Name of RTO Employee:	
Role within the RTO:	
Date of Critical Incident:	
People involved in the critical incident (& their role within the RTO):	
Description of Critical Incident:	
Emergency Service involved:	<input type="checkbox"/> Yes (Police / Ambulance / Fire) <input type="checkbox"/> No
Follow up required for people involved in critical incident:	<input type="checkbox"/> Medical <input type="checkbox"/> Counselling <input type="checkbox"/> Police Statements <input type="checkbox"/> Notification to family <input type="checkbox"/> Other Details of follow up: _____ _____ _____ _____
Reported Critical Incident to:	

\_\_\_\_\_

Name

\_\_\_\_\_

Signature

\_\_\_\_\_

Date

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