



## CRITICAL INCIDENT POLICY

### Critical Incident Policy for International Students

#### Purpose:

To ensure that OLSH Catholic College has a documented Critical Incident Policy which meets the following requirements:

*'Standard 6: Schools must have a documented critical incident policy. This must include the procedures that cover the actions to be taken in the event of a critical incident as well as required follow-up and records of the incident and action taken by the school'.*

To assist in facilitating the effective management of emergencies/crises and the reporting obligations of employees in respect to any work related injuries/illness, incidents or near miss events.

#### Relevant to:

All Staff | Students

#### Last Updated:

January 2018

#### Related Documents:

*Catholic Education NT Workplace Health and Safety Policies as found on CENet (CEO SharePoint sight for all staff documents)*

#### Related Legislation:

Education Services for Overseas Students (ESOS) Act 2000

National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (the National Code 2018).

#### Policy:

The College has overarching policies that are provided by the Catholic Education Office, Darwin. These policies and procedures are for all Northern Territory Catholic Schools. All policies are located within the staff 'SharePoint' (CENet), and can be easily accessed by all staff as required.

- a) OLSH Catholic College recognises the duty of care owed to its students and that planning for the management of a critical incident is essential.
- b) A critical incident is a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury. This may include but is not limited to:
  - a) Serious injury, illness or death of a student or staff
  - b) Students or staff lost or injured on an excursion
  - c) A missing student
  - d) Severe verbal or psychological aggression
  - e) Physical assault
  - f) Student or staff witnessing a serious accident or incident of violence
  - g) Natural disaster e.g. earthquake, flood, windstorm, hailstorm or extremes of temperature
  - h) Fire, bomb threat, explosion, gas or chemical hazard
  - i) Social issues e.g. drug use, sexual assault
- c) **The Critical Incident Committee:**
  - a) All Catholic Education Policies are reviewed and provided by the Catholic Education Office, Darwin. Catholic Education NT is committed to providing a safe and healthy working environment for all persons whose health or safety could be at risk through our work. The objective of the policy is to ensure the Health, Safety and Wellbeing of all persons whether they are staff, students, contractors or the organisations community whilst on Catholic Education business.
  - b) OLSH Catholic College's Representative on the committee is the WH&S Officer.

c) Catholic Education NT will carry out their responsibilities by ensuring:

- Excellence.
- Maintaining an Effective Safety System.
- Risk Management.
- Consultation.
- Targets and Objectives.
- Demonstrate Leadership.
- Take Personal Responsibility.
- Right Person for the Right Role.
- Return to Work

*(For the full Policy WHS1: WHS Policy V4 go to CENet)*

### **Critical Incident Plan for International Students**

If a Critical Incident occurs while the student is at college, appropriate procedures will be followed by the relevant staff members in accordance to the college's Work Health and Safety Policy. Staff are able to easily access the appropriate policy from the NT Catholic Education, CENet website.

Each campus has designated and accredited first aid officers.

#### **1) Immediate Action (within 24 hours)**

- a) Identify the nature of the critical incident
- b) The person, who is initially notified of the incident, usually the International Student Co-ordinator, should get as much information as possible regarding the nature of the critical incident.
  - Where did the injury occur? On or off campus?
  - How severe is the nature of the injury?
  - Where is the student now?
  - Is the student in hospital?
  - Has an ambulance been called?
  - Is an interpreter required?
- c) The information should be documented for further reference.
- d) Report the incident to the Principal. In the absence of the Principal, the Deputy Principal and WH&S Coordinator should be advised.
- e) The WH&S Coordinator will convene a Critical Incident Management Team meeting. The Committee comprises the Principal and senior members of staff. Other staff may be included if appropriate.

The Committee will assess the immediate needs and implement the appropriate management plan or action strategy. This may include any or all of the matters listed below:

- Provide first aid where necessary
- Ascertain seriousness of injury
- Call ambulance if required
- If ambulance is required, accompany student to hospital
- Ascertain seriousness of injury from hospital staff
- If ambulance is not required accompany student to relevant medical service  
e.g. doctor

*If the student has already been taken to hospital*

- Go to hospital
  - Ascertain seriousness of injury from hospital staff
  - Other actions as may be deemed appropriate by the Response  
- Committee
- f) Dissemination of information to parents and family members
    - When there are a number of people to contact the college should attempt to simultaneously contact all parties.
    - Contact the parents/legal guardian of the student
    - Contact the carer of the student e.g. they may be living with a relative
    - Completion of a critical incident report
  - g) Media response if required will be the responsibility of the Principal.
  - h) Assess the need for support and counselling for those directly and indirectly involved
  - i) If the student is seriously injured or requires hospitalisation, the college should enlist aid of overseas consular staff to assist the family if they are travelling to Australia, with interpreting services to aid in communication with the relevant medical services and with counselling services if required.

- j) The college should assess whether other staff and students have been affected by the incident and provide support and counselling as required.
- k) The college should also contact DIBP and inform them of the incident.

## **2) Additional Action (48 – 72 hours)**

- a) Assess the need for support and counselling for those directly and indirectly involved (ongoing)
- b) Provide staff and students with factual information as appropriate
  - Depending on the nature of the incident, it may be appropriate for the Principal to address the school and inform them of the facts of the incident and the condition of the student concerned.
- c) Restore normal functioning and college delivery
  - Where the incident occurred on college premises, there will be other procedures to follow in relation to any possible safety issues and the college's legal obligations.
  - The critical incident supervisor should identify the appropriate staff member to follow up these issues.

## **3) Follow-up – monitoring, support, evaluation**

- a) Identification of any other people who may be affected by critical incident and access of support services for affected community members
  - The effects of traumatic incidents can be delayed in some people; the college needs to be aware of any emerging need for support and/or counselling
- b) Maintain contact with any injured/affected parties
- c) If the student is in hospital for some time, the college needs to maintain contact with the student and their family.
  - Support and assistance for the student and family
  - Depending on the condition of the student, the college could provide school work for the student to enable them to remain in touch with college activities
  - Discuss with the family any required changes to the enrolment of the student e.g. suspension or cancellation of enrolment and make any changes required on PRISMS
- d) Evaluation of critical incident management
  - The critical incident supervisor should evaluate the critical incident report and the effectiveness of the management plan and to make modifications if required.
- e) Be aware of any possible longer term effects on the college and student well-being e.g. inquests, legal proceedings.