

Critical Incident Policy and Procedure

1 Background

Menzies Institute of Technology (hereinafter known as the 'Institute') recognises that an incident critical or of lesser impact, may take place on operational campuses and may occur at any time, day or night.

2 Purpose

The policy and procedure ensures that critical incidents or potential critical incidents that could affect an international student's ability to undertake or complete the course in which they are enrolled. This complies with Standard 6 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

3 Audience

This policy applies to all stakeholders whether groups or individuals who have a classifiable relationship with the Institute. This includes staff, students and all members of the Menzies community, employees, suppliers and distributors, local communities, the media, the public and government regulators and policy makers.

4 Definitions

For the purposes of this policy, the following terms are defined:

Critical incident means a traumatic event or the threat of such (within or outside Australia) which causes extreme stress, fear or injury. Critical incidents that may cause physical or psychological harm could include, but are not limited to, events such as:

- Missing students
- Severe verbal or psychological aggression

- Death, serious injury or any threat of these
- Natural disaster; and
- Issues such as domestic violence, sexual assault, drug or alcohol abuse.

Critical Incident Team means a group of persons specified by the Institute to plan an immediate response, allocate responsibilities and determine ongoing strategies. This role has been allocated to:

- PEO – Chair
- Head of Operations
- Training Manager
- Student Services Manager
- Campus Operations Manager
- Marketing and Admissions Manager
- Compliance Manager

Designated person means any Institute staff member who either witnesses or is informed about an actual or potential incident. The designated person should immediately inform the most senior member of staff available of the incident. In the meantime, however, the designated person may need to assume temporary control of a critical incident site.

DHA means Department of Home Affairs

Emergency Services include:

- Emergency Services - Police, Fire and Ambulance Phone: 000
- Police Headquarters (24 hr) Phone 131 444
- Lifeline (24 hour crisis counselling line) 131 114

PRISMS means Provider Registration and International Students Management System

5 Policy

5.1. The Institute is committed to protecting staff and students in the event of a critical incident and will take appropriate actions to maximise the safety of all staff and students and any other persons involved in the critical incident.

5.2. The Institute ensures that as far as possible risk reduction measures are in place to reduce the likelihood of a critical incident. This is specified in the Institute *MITP20 Health and Safety Policy and Procedure*.

5.3. A designated officer and/or critical incident team will manage critical incidents.

5.4. All staff will receive induction into their role which will include information about health and safety, as well as critical incidents. Training and updates to information will be provided to staff on a regular basis.

5.5. Students will receive information about health and safety, including critical incidents, in the *Student Handbook*, as well during their orientation. This will include information on safety and awareness relevant to life in Australia and how to see assistance for and report an incident that significantly impacts on their well-being, including critical incidents. Updates to information will be provided to students as required.

5.6. The Institute will ensure that appropriate post-incident support is provided as required.

5.7. The Institute response to critical incidents will always be evaluated and improvements identified and implemented as required.

6 Procedures

6.1 Respond to incident

Procedure	Responsibility
<p>6.1.1 Immediate response (within 24 hours)</p> <ul style="list-style-type: none"> ▪ Assess situation and consider any risks to own safety before taking any action. ▪ Alert the most senior staff member available where a critical incident is occurring or is likely to occur. ▪ Take over temporary control of incident (where there is no threat to that person's safety). ▪ Contact emergency services ensuring that all details known about the incident are provided. ▪ Action evacuation procedures if required and provide first aid or medical assistance as needed. ▪ Develop and implement a <i>MFA93 Critical Incident Action Plan</i> for responding appropriately in a timely manner. 	<p>Critical Incident Team</p>

<ul style="list-style-type: none"> ▪ Liaise with any other parties involved as required (e.g. police, doctors, hospital staff, embassies or consulates and other relevant professionals). ▪ Contact and inform parents and family members of those involved in incident. ▪ Provide an officially agreed response to the media and ensure other staff involved are aware of the appropriate response to the media. ▪ Keep appropriate and adequate records. 	
<p>6.1.2 Secondary response (48-72 hours)</p> <ul style="list-style-type: none"> ▪ Coordinate support, including counseling for those directly or indirectly involved ▪ Review legal issues, including advising family of process/access to assistance as required ▪ Provide staff and students with factual information about the critical incident including organising a debriefing for all students and staff closely involved with the incident. ▪ Restore the Institute to regular routine, program delivery, and community life as soon as possible. 	Critical Incident Team
<p>6.1.3 Ongoing follow up response</p> <ul style="list-style-type: none"> ▪ Identify any other persons who have been affected by the critical incident and provide access to support services as required. ▪ Debrief staff and students on an ongoing basis as required. ▪ Where the incident results in a student’s suspension or cancellation of studies, notify DHA via PRISMS (for international students) or inform the student directly (for domestic students) ▪ Provide appropriate support in the event of a serious injury or death such as hiring interpreters, making arrangements for hospital/funeral/memorial service/repatriation, obtaining a death certificate, assisting with issues such as insurance and visa issues. ▪ Monitor the progress of all those affected by the critical incident especially staff and students for signs of delayed stress and the onset of post-traumatic stress disorder. ▪ Manage long term consequences such as insurance, inquests and legal 	Critical Incident Team

proceedings.	
6.1.4 Complete critical incident report <ul style="list-style-type: none"> ▪ On finalisation of the critical incident, prepare a <i>MFA41 Critical Incident Report</i> ▪ Provide a copy of the critical incident report to the PEO ▪ File copy of <i>MFA41 Critical Incident Report</i> 	

6.2 Evaluate critical incident response

Procedure	Responsibility
6.2.1 Evaluation of response <ul style="list-style-type: none"> ▪ As soon as possible after the critical incident meet to review the implementation of procedures and the effectiveness of the response. ▪ Document any changes required to procedures based on the review. ▪ Implement changes identified. ▪ File copy of the review findings. 	Critical Incident Team

7 Review

This policy will be subjected to an annual review from the approval date. Exceptions to frequency of review can be made if necessary. Any person who wishes to enter a complaint concerning this policy may do so in accordance with the appropriate policies.

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Version Control and Change History:		
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1	19/12/2007	Creation of policy
2	14/01/2009	Updated clauses
3	30/03/2011	Updated clauses
4	29/09/2011	Updated clauses
5	01/06/2012	Reviewed and approved
6	01/06/2014	Reviewed and approved
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9	01/09/2017	Reviewed and approved
10	01/02/2018	Reviewed and approved
11	18/04/2018	Policy and procedures updated
12	23/04/2019	Updated form as MFHxx Student Handbook
13	April 2021	Revised clause 6.2.1
14	April 2024	Removed DET reference and included DHA