



Global Business College of Australia Pty Ltd

trading as

Global Business College of Australia (GBCA)

Critical Incidents

Policy & Procedure 9

337-339 La Trobe Street, Melbourne VIC 3000

338 Queen Street, Melbourne VIC 3000

DOCUMENT CONTROL

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|--|---|---------------------|---------------------|----------------------------|
| Department | GBCA Student Support | Author(s) | GBCA Administration | |
| Quality Controlled Policy No. & Title | Policy 9 Critical Incidents Policy and Procedure V2.2 | Approved | GBCA Compliance | |
| | | Authorised | Managing Director | |
| Standards | National code 2018 - Standard 6 | Distribution | Internal | GBCA Manager GBCA Staff |
| | | | External | GBCA Students |

REVISION RECORD

| Date | Version | Revision description |
|--------------------|----------------|---|
| June 22, 2015 | 1.0 | GBCA creates policies and procedures against Standards for Registered Training Organisations (RTOs) 2015 and The National Code 2007 |
| December 23, 2015 | 2.0 | Update policy to reflect current practices in critical incidents procedures |
| September 15, 2017 | 2.1 | Update: Title, address on cover, replaced HR038 Incident Report Form |
| March 14, 2018 | 2.2 | Update procedure to manage emergency situations and when welfare arrangements are disrupted for students under 18 years of age |

1.0 Purpose

- 1.1 The purpose of this procedure is to recognise the duty of care owed by GBCA to its students and to document the process for managing critical incidents if and when they occur.

2.0 Responsibility

- 2.1 The Student Administration & Services Manager is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

3.0 Definitions

- 3.1 A critical incident is a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.

4.0 Requirements

- 4.1 CRICOS registered Institutes must have a documented critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.
- 4.2 Critical incidents are not limited to, but could include:
- 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.
 - For students under 18 years of age: when welfare arrangements are disrupted.

If any of the above were to affect a student or their family while they are living in Australia, this would constitute as a critical incident.

- 4.3 Where a critical incident is identified, GBCA must activate its critical incident policy.
- 4.4 The Educational Services for Overseas Students Act 2000 (ESOS Act) requires GBCA to notify DET and DIBP as soon as practical after the incident and in the case of 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).
- 4.5 The relevant authority (e.g. police) will be called in the first instance if there is a breach of Australian Law.
- 4.6 All emergencies must be rung through to 000 - Police, Fire or Ambulance in the first instance or 112 in the case of a mobile phone.
- 4.7 When an international student dies or sustains serious injury, GBCA 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
- 4.8 Following a critical incident analyse GBCA response and processes and implement improvements where indicated
- 4.9 Following up with student and/or staff to see if further assistance is required.

5.0 Method

ACTION TO BE TAKEN IN THE EVENT OF CRITICAL INCIDENT

- 5.1 At first signs of a staff member becoming aware of a critical incident, it must be reported to the Student Administration & Services Manager and Managing Director as soon as practicable. If this is not possible then the

Compliance Manager must be contacted and informed immediately. The Student Support Officer will contact external party to assist if required based on the situation.

- 5.2 On receipt of notification or information regarding a critical incident the Student Administrative & Services Manager, Managing Director and Compliance Manager must:
- Create for themselves a clear understanding of the known facts
 - If an emergency exists, contact the relevant emergency services by phoning 000
 - If translators are required contact Translating and Interpreting Service by phoning 131 450
 - If counselling services are required contact Life Line on 131 114
 - If the critical incident is at an offshore location, contact the department of Foreign Affairs and Trade for advice on the best way to assist the student
 - If the critical incident involves international students, contact student next of kin/significant others and DIBP as soon as practicable
 - Relocate students and staff to a 'safe area' if necessary
 - Prepare a guideline to staff about what information to give students. GBCA will be mindful of privacy when considering what information to disclose
 - Prepare a written bulletin to staff and students if the matter is complex
 - Plan an immediate response
 - Plan ongoing strategies
 - Allocate individual roles/responsibilities for ongoing tasks
 - Briefing staff and delegating a staff member to deal with telephone/counter inquiries
 - Managing media/publicity
 - Arrange access to emergency funds if necessary

RECORDING REQUIREMENTS

- 5.3 The Student Support Officer will record the incident in Incident Report Form HR038 (available in Appendix 1) and the following key details to report include:
- 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 GBCA including any opportunities for improvement
 - The organisations and people contacted by GBCA Pty Ltd

FOLLOW UP TO THE INCIDENT

- 5.4 A range of strategies will be in place to ensure that the appropriate support and monitoring is provided following a critical incident. These strategies include:
- Identify students and staff members most closely involved with the incident and ensure they are offered support and counselling,
 - Debriefing of staff and students including provision of accurate information
 - Identifying any other persons who may be affected by the critical incident and providing access to support services as required
 - Arranging a memorial service as appropriate
 - Monitoring 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
 - Managing long term consequences such as inquests and legal proceedings.
- 5.5 GBCA will review its procedure annually. In the event of a critical incident a review should be conducted initially within 2 weeks and then monthly as deemed necessary.

STUDENTS UNDER 18 YEARS OF AGE: WHEN WELFARE ARRANGEMENTS ARE DISRUPTED.

- 5.6 When welfare arrangements are disrupted, GBCA welfare officer must act immediately to ensure the student welfare and wellbeing is managed in line with GBCA policy 28: Welfare arrangements for Under 18 year of age international students. This will include:
- Notify the parent and/or legal custodian
 - May include: GBCA welfare officer to collect the student.
 - Liaise with the parent and/or legal custodian and organise new appropriate welfare arrangements

- Send notification to DoHA of the change in welfare arrangements.

Appendix 1

INCIDENT REPORT

Note: All sections of this form are to be completed. All incidents shall be advised within 12 hours of the incident to ensure appropriate action is initiated.

| Personal details | | |
|---------------------------------------|-------------------------------------|---|
| Family name: | First name: | |
| Contact phone no: | (w) | (h - if injured) |
| <input type="checkbox"/> Contractor | <input type="checkbox"/> GBCA staff | Gender: <input type="checkbox"/> M <input type="checkbox"/> F |
| <input type="checkbox"/> GBCA student | <input type="checkbox"/> Visitor | |
| Division/Department/Course taken: | | |

| Incident details | | |
|--|-------------------|---------|
| Date of incident: | Time of incident: | AM / PM |
| Location where incident occurred: | | |
| Briefly describe what happened: | | |
| This incident resulted in: <input type="checkbox"/> Injury <input type="checkbox"/> No injury <input type="checkbox"/> Near miss <input type="checkbox"/> Property damage <input type="checkbox"/> Hazard identified | | |
| The incident was reported to (supervisor): | | |

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| Name of Supervisor: _____ Date: _____ |
| Injury/damage details |
| If an injury was sustained, what part of the body was affected or if damage to property occurred what was damaged? |

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| Medical treatment | |
| If MEDICAL EXPENSES or LOST TIME is incurred, a <i>'Workers Compensation Claim form'</i> must be completed and forwarded to WHSW and IM Services 'as soon as possible'. | |
| Do you intend to seek medical treatment? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Do you intend to lodge a claim for workers compensation? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Has any time been lost from work? <i>(More than 1 complete shift)</i> | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| If so, have you returned to work? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Have/will medical expenses been incurred? | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Uncertain at this time |
| Were there witnesses? If so, name of witness(es): | Contact phone number: |
| Employee signature: | Date: |

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If a medical certificate has been provided please email: Emily.Cheng@gbca.edu.au

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| Describe in detail what occurred |
| It is the responsibility of the supervisor/line manager to complete this section in consultation with the injured staff member. |
| Please describe the events and contributing factors that led to the incident: |
| |
| How could this be prevented from happening again? |
| The Supervisor/Line Manager is to complete this section in consultation with the injured staff member and the health and safety representative (if applicable). |
| Suggestions to avoid recurrence of this incident/accident: |
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| Name of health and safety representative, if consulted: |
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