

Policy C009

1. Overview

- 1.1. The purpose of the *Critical Incident Policy and Procedures* is to identify the personnel, structures and procedures for managing a critical incident.

2. Organisational Scope

- 2.1. This policy applies to all SAIBT staff, students and visitors who have been exposed to a critical incident – either on-campus or off-campus including staff on business related travel interstate or overseas.
- 2.2. Where SAIBT staff witness an event that may be considered a critical incident, the policy and procedures should be followed.
- 2.3. Where staff are aware of an event which may either indicate or escalate to a critical incident, the policy and procedures should be followed.
- 2.4. Where the incident occurs on a University of South Australia (UniSA) campus, management of the incident may be assumed, co-managed or supported by UniSA.

3. Definitions

- 3.1. **Critical Incident:** is any sudden or progressive development (event) which requires immediate attention and decisive action to prevent/minimise any negative impact on the health and welfare of one or more individuals. Critical incidents may include (but are not limited to) events such as:

- Death/suicide;
- Serious accident or injury;
- Deprivation of liberty, threats of violence, assault, rape/sexual assault, aggravated burglary, biological or chemical weapons;
- Fire, bomb, explosion, gas/chemical hazards, discharge of firearms;
- Threat of widespread infection or contamination;
- Civil unrest
- Severe Occupational Safety & Health (OSH) risk;
- Serious damage to essential facilities;
- Disruption to operations of SAIBT;
- Information which has the potential to negatively affect the reputation of SAIBT or IBT in the media and/or wider community.

- 3.2. **Designated Officer** is any SAIBT staff member who is either a witness to, or first to be informed about an actual or potential critical incident. The Designated SAIBT Officer is to assume responsibility for alerting the most senior PIBT staff member available as soon as possible. The Designated SAIBT Officer may need to assume temporary control of a critical incident site and assign duties to available persons (such as calling emergency services, alerting other staff, assisting with first aid, crowd control etc).

4. Policy Principles

4.1 Risk Reduction Measures

- SAIBT will endeavour to ensure that there are at least 3 members of current staff with First Aid training and at least 3 members of staff with Mental Health First Aid training at any given time.
- Staff undertaking travel for business related purposes will be given information on what to do and who to contact should they experience a critical incident whilst interstate or overseas. This information should include the policy and contact numbers of SAIBT Travel Insurer along with a summary of allowable claims.
- SAIBT will provide annual staff training an/or awareness sessions on critical incident response and management.

4.2 Assumptions

- In the event that emergency services attend the event, they will be given authority to assume control of the critical incident upon arrival. If a Designated SAIBT Officer is in attendance, their role will be to act in the best interests of any student/staff member/visitor affected by the incident.
- Under the Privacy Act 1988, individuals are entitled to the protection of their personal and private information. Where a critical incident raises the issue of confidentiality, SAIBT is committed to maintaining this right to privacy in line with legal requirements, however, SAIBT may exercise its discretion and disclose information as necessary to prevent or lessen a serious and imminent threat to the life or health of a student or of another person.
- Where effected persons are staff on business-related travel, the policy is to be enacted with the locally based critical incident team remotely supporting those effected.

4.3 Responsibilities – Critical Incident Team

This team will convene as soon as possible to plan an immediate response, allocate responsibilities and determine ongoing strategies.

Managing Director: Malcolm Raedel Director: Shaun McNicholas	8302 1590 8302 1569
Academic Director: Peter Curnow Delegate: Deputy AD: Stan Woods	8302 1592 8302 1961
Financial Director: Chris Mahar Delegate: Maria Siros	8302 1590 8302 1519
Marketing Manager: TBA	
Student Counsellor: Kate Blencowe	8302 1026
Accommodation: Meredith Biggs and Ann Sherwell	8302 1027
Director of Studies CELUSA: TBA	

Emergency Services	Police, Fire & Ambulance: 000 Police Headquarters (24 hr) Phone: 131 444 UniSA Security: City East Campus 8302 1111
Specialist Counselling Providers	Contact Kate Blencowe for referral. Phone: 8302 1026 in office hours Mobile: 0403 189 571 Youth Healthline 1300 131 719
Occupational Health & Safety	SAIBT - TBA UniSA – Christopher Mansell 8302 2129

4.4 Severity Levels

LEVEL OF RISK:	RESPONSIBILITY:	EXAMPLES:
SEVERE	Executive Director; Managing Director	<ul style="list-style-type: none"> o Death, suicide or life-threatening injury o Deprivation of liberty, threats of violence, assault, rape/sexual assault, aggravated burglary, use of firearms, biological or chemical weapons, o Fire, bomb, explosion, gas/chemical hazards, discharge of firearms o Threat of widespread infection or contamination
SIGNIFICANT	Managing Director; Director	<ul style="list-style-type: none"> o Severe Occupational Safety & Health (OSH) risk o Serious injury incurred by staff/student

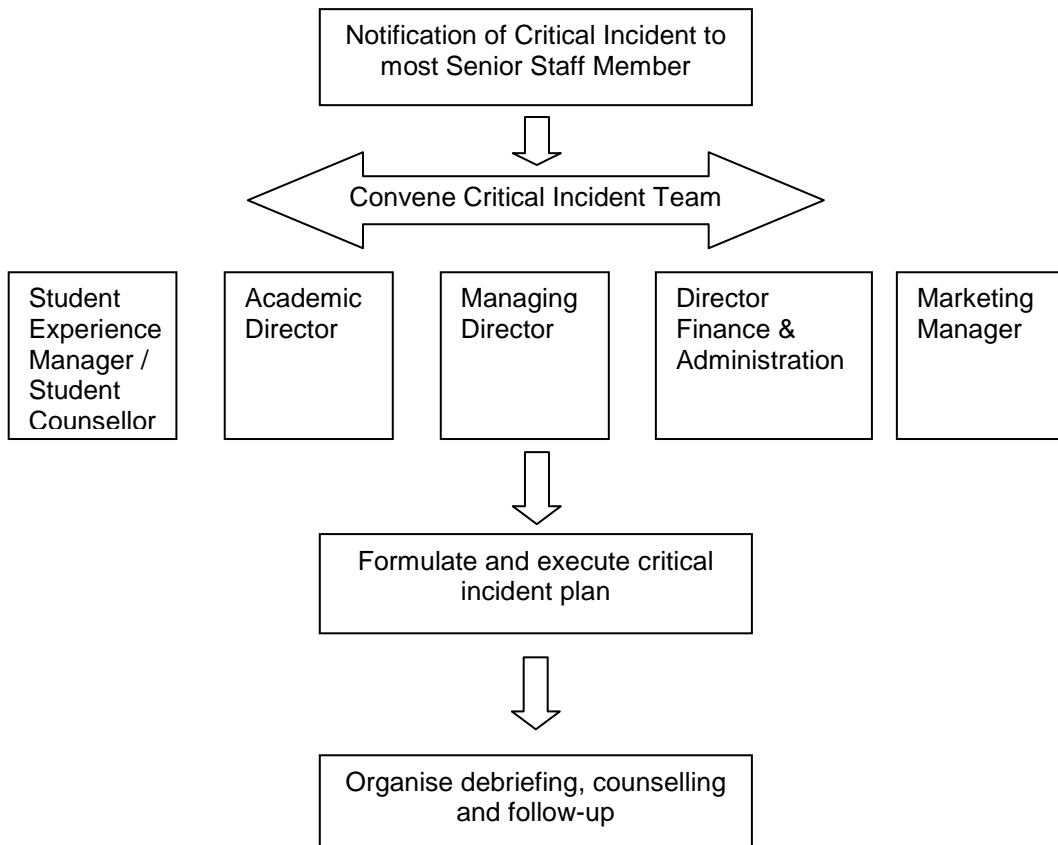
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		<ul style="list-style-type: none"> ○ Activity where evacuation is required ○ Minor requires someone to act in “loco parentis” in place of parent/guardian after-hours
MODERATE	Director; Specialist personnel (eg: OHS Officer; IT Officer; First Aid Officer)	<ul style="list-style-type: none"> ○ Occupational Safety & Health (OSH) risk ○ Suspicious package left unattended ○ IT System crashes ○ Student suffers epileptic fit – medical centre open
MINOR	All Staff	<ul style="list-style-type: none"> ○ Minor injury ○ Plumbing blockages ○ Phone/Electrical failure ○ Computer breakdown

5. Critical Incidents Procedure

- 5.1. The Designated Officer (see definitions) to assess the situation and consider any apparent risks to their own safety.
- 5.2. Where the Designated Officer considers a critical incident to be apparent or likely, he/she must alert the most senior staff member available.
- 5.3. Where the incident occurs on-campus, UniSA campus security staff should be alerted immediately by the Designated Officer. UniSA campus security staff will contact emergency services if necessary.
- 5.4. Provided there is no threat to personal safety in doing so, the Designated Officer to take steps to minimise further damage or injury. This may involve organising willing bystanders to provide support.
- 5.5. The Managing Director or most senior staff member available, is to assume responsibility for re-assessing the incident and forming a Critical Incident Team if deemed necessary.
- 5.6. As soon as practical the Managing Director or most senior staff member available to prepare a Critical Incident Initial Report outlining details re: the type of incident, the exact location and details of any person or persons who might be injured, in distress, or at risk. Where persons affected include SAIBT students, a copy of the Student Personal Information Form should accompany the report.
- 5.7. The Managing Director and Critical Incident Team, using the guidelines (6.0) contained in this policy, will review the situation, set priorities, allocate tasks/responsibilities and coordinate an immediate response including communications (to staff, students, families of those involved, helpers, and the media).
- 5.8. Where UniSA have assumed management of the critical incident, the SAIBT Critical Incident Team will consult with and/or taken instruction from UniSA as necessary.
- 5.9. The Critical Incident Team to organise ongoing Response/Follow up (including staff briefing, counselling, review and reporting).
- 5.10. The Critical Incident Team to organise de-briefing to evaluate response procedures and make recommendations for handling future critical incidents.

5.11. Critical Incidents Reporting and Procedure Flow Chart



5.12. Checklist of Tasks & Responsibilities for Consideration:

The Managing Director or most senior staff member available will:

- Head the Critical Incident Team;
- Liaise with Emergency services;
- Liaise with Diplomatic Post/Embassy/Consulate;
- Liaise with minister and memorial service arrangements;
- Prepare a written record of the event and all follow-up actions for the final report.

Director, Finance & Administration (or nominee) to:

- Organise insurance matters, OSHC/ambulance cover;
- In the event of a student death, refund student fees as appropriate;
- Organise formal counselling and stress management interventions required staff ;
- Review legal issues including advising family of process/access to assistance if needed.

Academic Director (or nominee) to:

- Liaise with academic staff or staff supervisor;
- Ensure appropriate handling of student data by administrative staff;
- Liaise with DIAC re: Student visa.

Student Experience Manager (or nominee) to:

- Communicate with students/College Community;
- Prepare letter of condolence to family/next of kin;
- Organise pastoral assistance for family of victim if in Australia;
- Organise formal counselling;
- Make arrangements for visits to/from family/next of kin including arrangements for meeting at the airport and hotel reservations;
- Hire appropriate certified interpreters/translators (not students);
- Liaise with Doctors and Hospital Staff/Coroner/Funeral Director;
- Obtain authorisation from next of kin for disposal of personal effects and affairs (household and academic).

Marketing Manager to:

- Assist with as Media Liaison;
- Act as Agent Liaison.

6. Guidelines

The following information is intended to act as a guide for the types of actions, responsibilities or issues that may need to be addressed by the critical incident team, particularly if the incident results in the death of a SAIBT student.

6.1 Police/Hospital and Coroner Involvement

- The police must investigate all sudden unexpected death. Police actions include:
 - Reporting the death to the Coroner
 - Notifying Next of Kin
 - Obtaining official identification of the deceased (this must be done by a person who has known the individual for at least the past year)
 - Conducting investigations (interviewing witnesses or others involved, collecting evidence and delivering specimens for analysis).
- Where a death requires a Coroner's investigation, the body is taken to the morgue where it may be viewed by relatives (not touched). Once coronial inquiries are completed, the body will be released for funeral directors to await instructions from the next of kin.
- In some cases, post mortems/autopsies are conducted to determine the medical cause of death. This usually involves an internal and external investigation of the body, and of tissue, organ, and blood specimens taken from the body. There may be cultural/religious objections concerning a post mortem. These can be discussed with the coroner, but such objections rarely influence a coroner's decision to conduct the autopsy.
- In some cases (murder) an inquest may be legally required. This is a public hearing before a coroner to decide the circumstances of death.
- If necessary, the Critical Incident Team will assist with identification of the body at the mortuary and liaise with parents regarding funeral arrangements and/or transfer the body overseas.

6.2 Family, Friends and Staff

- Once death/injury has been confirmed, the initial contact with next of kin/significant others needs to be considered carefully. What is the appropriate manner of contact? What were the circumstances of the tragedy? Once established, maintain contact with those who may need ongoing support, often at times and in locations outside of the normal College routine. Consideration should be given to personal contact with victims and those affected by the incident outside of normal hours. Family, friends and Homestay family of the victim(s) are a priority.
- In exceptional circumstances, the Critical Incident Team will assess those affected by the incident and make referrals for counselling and/or advice to agencies outside of those normally provided by the University.
- Appropriate cultural responses may be put in place, interpreters may be provided, and overseas authorities, such as embassies and legations, notified.
- Staff should be advised re: information guidelines for students. There may be a need to issue a written statement to staff and students, within the guidelines of the Privacy Act.
- There may be a need to identify others who may be affected by the incident to provide re-assurance and minimise distress. It is important to return to normality as soon as possible. Line managers/supervisors should meet with staff at the end of the working day to debrief staff and assist in the recovery process. Where appropriate, staff and students they may be directed to seek professional counselling.

6.3 Agents

- If applicable, the agent(s) involved with the student(s) involved in a critical incident should be contacted. Often parents/family will contact the agency directly. It is important to contact the family directly, but if going through an agent, be absolutely clear about details and what message to convey/how etc.
- Agents in the home country of the victim(s) need guidelines about what information to give out. If the matter is complex, a written bulletin may be necessary.

6.4 Interpreters

- It is important to use a certified translator. Using students and staff may lead to inaccurate (and possibly culturally insensitive) conveyance of the information. It also may lead to an additional risk if they become too closely involved with the situation. Many embassies etc have information on suitable translators.

6.5 Religious Issues

- Contact will be made with an appropriate religious group on request from the next-of-kin and the Critical Incident Team will notify staff and students as appropriate.
- Where the family has no wish for religious services, but there are those who may be indirectly affected, the UniSA Chaplain will be contacted.

6.6 Media Liaison

- All staff should be advised of name and contact details of the designated Media Liaison and the procedure for directing media inquiries;
- A press release should include the answer to the following: What? How? When? Where? Why? Where appropriate, a joint statement may be issued by SAIBT/UniSA.
- A statement explaining the College/University's policy on responding to this kind of situation may be useful.
- The press release should include an expression of regret and compassion for the family/friends of the victim. If the situation warrants, it is suggested a comment is issued on what measures will be put in place to ensure any future events of the same kind are avoided.

6.7 Funeral/Memorial Service

- According to the Australian Funeral Directors Association, Funeral Directors can provide guidelines for funeral arrangements in regard to funeral arrangements, services, burial/cremation, coffins, viewing arrangements, flowers, etc. according to the religious, ethnic or personal preferences of the next-of-kin.
- A Funeral Director will register the death through the Registrar of Births, Deaths and Marriages and liaise with clergy, medical authorities, cemetery/crematorium officials and the coroner.
- Contact will be made with an appropriate religious group on request from the next-of-kin and the Critical Incident Team will notify staff and students as appropriate.
- If there is no body (drowning or abduction) a memorial service allows those left behind to farewell the deceased and work through the grieving process. Music, photo and significant objects associated with the person's life may be on display to assist in personalising the service.

6.8 Counselling

- Counselling of staff and students will be a priority for incidents where trauma may be experienced.

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- Arrange for a suitably qualified counselling service to address staff and invite staff to attend a further individual counselling session with them if required at the college's expense.
- An interpreter may also be engaged for this purpose.
- Crisis Leave will be considered where necessary

6.9 Legal Issues

After the emergency response, the leader of the Critical Incident Team is to assess whether legal assistance might be required and refer accordingly.

6.10 Insurance

Where damage to building or grounds are required or where SAIBT may be liable for personal or property damage, the relevant insurance bodies should be informed as soon as possible. Insurers would normally organise repairs where damage is covered under a policy. SAIBT is covered by the following insurance policy:

Policy No: 01R3445804

Aon Risk Services Australia Limited

Level 32,

QV1, 250 St Georges Terrace,

PERTH WA 6000 •

P: (618) 9429-4444 • F: (618) 9429 4490 • ABN 17 000 434 720

www.aon.com.au

6.11 Student Records

Student Records should be adjusted to reflect changes to a student's status where applicable. A pop-up alert to be created to ensure any subsequent correspondence to that student is approved by the Managing Director (or nominee).

7. General Information

7.1 Dissemination of this Policy

- Information session at Full Staff Meeting
- Copy emailed to all staff
- Staff induction pack
- Participation in university emergency evacuation drills

7.2 Adjunct to this Policy

Staff volunteers will be sought to complete a First Aid Certificate

8. Appendices

- Critical Incident Initial Report
- Specialist Services – Contact Details

Acknowledgements:

PIBT Critical Incident Policy

CIC Critical Incident Manual

ECU Critical Incident Management Policy

Charles Sturt University – Emergency Control Organisation Policy

Flinders University – Management of Critical Incidents Policy

Specialist Services – Contact Details:

CRISIS / EMERGENCY

- **Emergency Services**

Police, Fire & Ambulance Phone: 000
Police Headquarters (24 hr) Phone: 131 444

UniSA Security: 8302 1111

Medical Emergencies
Royal Adelaide Hospital
North Terrace, Adelaide
Phone: 8222 4000

UniSA – OHS Christopher Mansell

Phone: 8302 2129

RELIGION

- **Yellow Pages** www.yellowpages.com.au
Check for listings of churches and denominations

ACCOMMODATION

- SAIBT/CELUSA Accommodation Office
Phone: 8302 1027