CRITICAL INCIDENT POLICY

RELEVANT STANDARD(S): *National Code 2018 Standard 6*

PURPOSE

This policy applies to the **College of New South Wales**, in compliance with the ESOS Legislative Framework.

This policy has been created to ensure that the **College of New South Wales** enables its staff and both its current and prospective learners to resolve critical incidents as they happen. It also ensures that faculty and staff receive the necessary training and information resources to resolve critical incidents, and that those affected by critical incidents receive the necessary support and counselling services.

POLICY PRINCIPLES

According to the National Code, a "critical incident" is a *"traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury."* Examples of critical incidents include, but are not limited to:

1. a missing student
2. physical assault
3. sexual assault
4. physical, verbal, or psychological abuse
5. serious accidents or natural disasters
6. bomb threats, explosions, or biological/chemical hazards
7. incidence of violence
8. tragedies in the international student's home country (e.g. a death in the family, natural disasters, a political coup, violent persecution. etc.)
9. death, either of a student, faculty member, or staff member.

To address critical incidents, the **College of New South Wales** will abide by the following principles:

Critical Incident Team

The **College of New South Wales** has a Critical Incident Team that convenes for the purpose of preventing critical incidents from happening and responding to them when they do.

The Chief Executive Officer (**CEO**) is the designated Critical Incident Team Leader. The rest of the team is composed of:

1. all managers within **College of New South Wales**;
2. student support officers.

The Critical Incident Team will include, but will not be limited to, the following responsibilities:

1. preparing incident reports that outline **who, what, when, where,** and, if applicable, **how.** These reports should detail what happened, who were the people involved, when exactly the incident occurred, where it occurred, and how it was allowed to occur (if measures were set to prevent it from occurring in the first place)**;**

2. organising responses to critical incidents;

3. debriefing people affected by these incidents and gathering feedback on the effectiveness of the team's responses (this feedback will be used to improve future responses to similar incidents);

4. organising regular emergency response drills (fire drills, earthquake drills, etc.);

5. establishing liaison protocols with external emergency services (e.g. local police department, fire department, hospital, etc.);

6. designating emergency contact details, maintaining currency of emergency contact information

7. briefing learners, the staff, and the faculty on the emergency contact details and emergency procedures; and

8. organising reviews of critical incident procedures, including reviews of emergency contact details to ensure that they remain current.

Public Relations

The **College of New South Wales** recognises that every critical incident is unique and that the release of information will need to be released accordingly, in order to protect the privacy of those involved and to ensure the accuracy of the information released.

In view of this, all information released to the public will be reviewed by the **CEO**. Another member of the Critical Incident Team may be the one designated to review the information that will be released to the public, but only upon the endorsement of this role by the **CEO**.

1. The designated reviewer gathers information, conducts fact checks, and reports his/her findings to the Critical Incident Team along with his/her recommendations.

2. The Critical Incident Team will evaluate the information and will unanimously decide on a course of action regarding information releases.

3. Unless otherwise specified, the designated reviewer will also be the designated point person for inquiries from learners, faculty members, staff, external stakeholders, and if necessary, the media.

4. Any information released to external stakeholders (i.e. relatives, the media, etc.) will also be released to internal stakeholders (i.e. learners, faculty, staff, etc.).

Review of Management Response to Critical Incidents

1. Upon resolution of each critical incident, the Critical Incident Team will produce a critical incident report that will include how management responded to the incident. The Critical Incident Team will evaluate the effectiveness of this response.

2. The team will include feedback from learners, and members of the faculty and staff in their evaluation of the response.

3. After completing their evaluation, the team will produce an evaluation report that will include modifications to the response, if any are necessary.

ANNEX

Contact numbers for emergency and support services

Police
Level 3, SPC, 151-241 Goulburn Street
DARLINGHURST 2010
Phone: 02 9265 4144
Fax: 02 9265 4104
Region: Central Metro Region

Fire Department
In an emergency call Triple Zero (000)

The Triple Zero (000) service is the quickest way to get the right resources from emergency services to help you and should be used to contact Police, Fire or Ambulance services in life threatening or time critical situations.

Calls to Triple Zero (000) are free and can be made from mobile phones, home or work phones or pay phones.

Hospital

Sydney Hospital and Sydney Eye Hospital
8 Macquarie Street, Sydney NSW 2000
(02) 9382 7111
http://www.seslhd.health.nsw.gov.au/SHSEH/default.asp

Sydney Dental Hospital
2 Chalmers Street, Surry Hills NSW 2010
(02) 9293 3333
https://www.slhd.nsw.gov.au/oralhealth/

Sydney Children's Hospital
High Street, Randwick NSW 2031
(02) 9382 1111
http://www.schn.health.nsw.gov.au/parents-and-carers/your-visit-to-hospital/your-familys-visit-to-sydney-childrens-hospital/wheres

Poisons Information: 13 11 26

Disaster support
Disaster Welfare Services: 1800 018 444

Counselling & Career Services

Study Sydney
http://www.study.sydney/english/live/support-services/

Financial support
Centrelink - Family and parenting payments: 13 61 50
Child Support Agency Australia: 131 272
help for separated parents over financial support of their children
CreditLine: 1800 808 488
financial advice and referral, 9.30am-4.30pm Mon-Fri
Multilingual information: 13 12 02

If you have a complaint and you are studying at a private education provider, contact the **Overseas Student Ombudsman.**

If you have an inquiry about visas or immigration visit the **website of the Department of Home Affairs (DHA).**

If you would like to search for or have an inquiry about courses, institutions and scholarships visit the **Study in Australia website.**

VERSION CONTROL

Version Control Table			
Date	Summary of Modifications	Modified by	Version
21/02/2018	Policy Creation	College of New South Wales	v. 1.0
18/06/2023	Policy review and amendment of contact details. Amended DIBP to DHA.	College of New South Wales	v.1.1