



## CRITICAL INCIDENT POLICY

### 1. Purpose

Astral Skills Institute of Australia has a duty of care to protect and provide the highest possible standard of health and safety for its students, staff and visitors. ASIA aims to be in state of preparedness to deal with any critical incident which may arise during on campus and off campus activities through effective planning, management and rehearsal.

The purpose of this policy is to recognise the duty of care owed by the institute to all persons associated with ASIA in accordance with the ESOS Act National Code 2018 Standard 6 (REF 6.8). ASIA has implemented a documented policy and process for managing critical incidents that could affect the overseas student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm.

This policy includes contact information of the police, emergency services and any other organisations that may be able to assist in such a situation, for example, community/multi-cultural organisations or phone-counselling services.

### 2. Responsibility

The CEO is responsible for the implementation of this policy and to ensure that staff and students are aware of its application and that staff implement its requirements if necessary. ASIA will maintain a written record of any critical incident and remedial action taken by the ASIA for at least two years after the overseas student ceases to be an accepted student to comply with standard 6.8 of the National Code 2018.

ASIA will assist staff and students to prevent or respond promptly, effectively and appropriately to any incident (within or outside Australia) which is likely to cause loss of life, injury, trauma, damage, or disruption.

#### ASIA will ensure that:

- an effective approach is taken to respond to critical incidents as they occur
- support and counselling services are available to those who are affected by critical incidents
- Training and information resources are provided to staff in the handling of critical incidents.

### 3. Definitions

A **Critical Incident**: is 'a traumatic event, or the threat of such (within or outside Australia), which causes physical or psychological harms including extreme stress, fear or injury.





**ESOS Act** means the Education Services for Overseas Students Act 2000 and all association legislation including the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (“National Code”).

**PEO/CEO:** Principal Executive Officer, also known as the Chief Executive Officer (CEO)-**Marie Armstrong**

## 4. Requirements

### 4.1. This policy and procedure covers the:

- a. Action to be taken in the event of a critical incident
- b. Required follow up to the incident
- c. Important contact
- d. Record to be kept of the incident and action taken.

### 4.2. Critical incidents are not limited to, but could include:

|   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• accidents</li> <li>• Threats of harm, theft, sexual assault etc.</li> <li>• Chemical, radiation or bio-hazard spillage;</li> <li>• collapse or major building damage</li> <li>• dangerous or threatening person</li> <li>• death, serious injury or any threat of these</li> <li>• disappearance or removal of staff or student(s)</li> <li>• domestic violence, drug/alcohol abuse</li> </ul> | <ul style="list-style-type: none"> <li>• Fire, explosions, gas leak, weapons, bombs</li> <li>• incidents involving siege, hostage,</li> <li>• injury or death of a student, staff member or member of the public</li> <li>• medical emergencies</li> <li>• missing students</li> <li>• natural disasters such as earthquake,</li> <li>• floods or windstorms</li> <li>• outbreak of disease</li> </ul> |
|---|--|

**4.3. Reporting to Department of Home Affairs (DHA):** The Educational Services for Overseas Students Act 2000 (ESOS Act) requires the institute to notify the Department of Home Affairs (DHA) as soon as practical after an incident occurs to an international student or which causes an absence affecting the student’s attendance. In the case of a student’s





death or other absence affecting the student's attendance, the incident will need to be reported to the Department of Home Affairs via PRISMS.

**4.4. Providing Assistance in case of serious injury or death:** When a student dies or sustains serious injury, the institute 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 (in case of international students)

4.5. Following a critical incident, **ASIA's authorised staff** will analyse the response and processes of institute and implement improvements where indicated.

4.6. PEO will analyse response to the critical incident to contribute to the continuous improvement of policy and procedures of the institute.

## 5. Procedures

**On campus Incidents:** If the incident is on campus and involves death, serious injury or a threat to life or property, the PEO should be contacted immediately.

**Off-campus Incidents:** If the critical incident involves a student or staff member and is off-campus, the person receiving the information must immediately contact the PEO (Marie Armstrong, Phone no: 0466 252 400).

### Immediate Action- Inform the CEO of a Critical Incident or Call Emergency Services at 000

- Person witnessing critical incident should contact the CEO/PEO and other senior members of staff (if PEO is not available) immediately. Or
- If incident is serious, contact emergency services by calling 000.

If no staff is available around you and danger to life or safety occurs, all staff members are authorized to take appropriate action including but not limited to:





- **Identify nature of critical incidents** and consequences.
  - If consequences are life threatening or immediate danger to safety of yourself and other people, remove /**evacuate yourself and others from area of danger to a safe area.**
- **Contact emergency services by calling 000.** When you call Triple Zero (000) it will prompt if you want **Police, Fire or Ambulance** --> Stay calm, do not shout, speak slowly and clearly, and tell emergency services exactly:
  - Location, time
  - Nature of critical Incident (e.g. threat, accident, death or injury)
  - Names of people involved
- After providing details of emergency, **contact PEO as soon as practicable.** If this is not possible, then contact the senior most people available and brief them about the incident and its status along with
  - Location, time, nature of critical incident
  - Names, roles and contact information of people involved.

The CEO will seek information about the incident and make a determination about whether information about the incident should or should not be publicly available. The CEO will issue instructions to urgently deal with any emergency matter.

## Remember

In case of Emergency Evacuation

- **Do not panic:** immediately prepare to leave the building by the nearest and safest exit.
- Assist any person with disability to leave the building.
- Do not attempt to carry people down stairs.
- Walk quickly and calmly to the designated assembly area for your building or as advised by a Warden or Fire and Emergency Services personnel.
- **Do not use the Lifts**
- Remain at the assembly area (in groups) until instructed to leave by a Warden or Fire and Emergency Services personnel.
- Do not re-enter the building until informed that it is safe to do so by a Warden or Fire and Emergency Services personnel. Do not enter a building in alarm.





## 5.1. On receipt of news or information regarding a critical incident, the CEO or senior person will do following:

- Create for themselves a **clear understanding** of the known facts.
- If an emergency exists and emergency services are not contacted already, it is advisable to **contact the relevant emergency services by calling 000** as soon as possible.
- **Ensure safety** of students and staff including evacuation (if not done already).
- If translators are required, contact Translating and Interpreting Services by calling 13 14 50.
- Be present when emergency arrive and liaise with emergency services
- Deploy institute resources and supervise critical incident and emergency response.
- If counselling services are required, contact Life Line on 13 11 14
- If the critical incident is at an offshore location, contact the Department of Foreign Affairs and Trade (+61 2 6261 3305 or +61 2 6261 1111) for advice on best way of assisting student.
- Plan an immediate response.
- Plan ongoing strategies.
- Allocate individual roles/responsibilities for ongoing tasks.

## Follow up Action

### 5.2. Based on an evaluation of the critical incident the CEO or most senior person must, where appropriate, implement the following:

- Contact with next of kin/significant others, contact the person mentioned as an emergency contact on Application form
- Inform staff and students of the institute.
- Prepare a guideline for staff about what information to give to students in line with privacy policy.
- Prepare a written bulletin to staff and students if the matter is complex.
- Brief staff and delegate a staff member to deal with telephone/counter inquiries.
- Managing any media- PEO or Delegate will be responsible for handing calls and queries from media.
- When liaising with media, PEO/Delegate must keep privacy legislation in mind and must consult with emergency services prior to providing sensitive information to media, which might affect the functioning of the emergency services.





- Identify students and staff members most closely involved with the incident and ensure that they are offered support and counselling
- Arrange a time and place for an initial group/individual debriefing session with Counsellor/s.
- Arrange access to emergency funds if necessary.

### 5.3. Record the incident and the following key details to report including:

- 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 the institute including any opportunities for improvement.
- The organisations and people contacted by the institute.

### 5.4. Recording and Reporting Critical Incidents

After critical incident has occurred, CEO will ensure that within 24 hours, a critical incident report is produced and an entry is made in the Critical Incident Register. ASIA will maintain a written record of any critical incident and remedial action taken by ASIA at least two years after the overseas student ceases to be an accepted student.

### 5.5. Continuous Improvements Register

Following the incident, a senior management review will be undertaken, and recommendations should be provided for **continuous improvement register**, if appropriate. ASIA will put in place policies and procedures to ensure the incident is not repeated.

## 6. Emergency Contact Details

### 6.1. Astral Skills Institute of Australia

#### In person

**Critical incident officer:** Marie Armstrong

**Phone no:** +61 403 143 543







**Address:** Level 6, Suite 6.01/138 Queen Street, Campbelltown, NSW 2560

(Reception or relevant Management Member)

Office Hours 9:00 am -5:00 pm (Monday to Friday)

**By Phone:** 02 4608 9972

**After Hours:** 0403 143 543

**By Email:** info@asia.edu.au

## 6.2. State Emergency Services

Ambulance, Fire or Police: **000** (Dial 112 on mobile if out of network range)

<https://www.triplezero.gov.au/Pages/default.aspx>

## 6.3. Free Support Services

- Sexual Assault Crisis Line 1800 806 292 [www.sacl.com.au](http://www.sacl.com.au)
- Lifeline 13 11 14 [www.lifeline.org.au](http://www.lifeline.org.au)
- Beyond Blue 1300 224 636 [www.beyondblue.org.au](http://www.beyondblue.org.au)
- DACAS (Drug and Alcohol Clinical Advisory Service) 1800 812 804
- Gambling 1800 858 858 [www.gamblinghelponline.org.au](http://www.gamblinghelponline.org.au)
- Counselling online 1800 888 236 <https://www.counsellingonline.org.au/>
- Gay & Lesbian (03) 9479 8724 [www.glhv.org.au](http://www.glhv.org.au)

## ➤ Emergency and Support Services

|                              |              |  |
|------------------------------|--------------|--|
| Police                       | 000          | <a href="http://www.police.nsw.gov.au">www.police.nsw.gov.au</a>             |
| Ambulance                    | 000          | <a href="http://www.ambulance.nsw.gov.au">www.ambulance.nsw.gov.au</a>       |
| Fire                         | 000          |  |
| National Security Hotline    | 1800 123 400 | <a href="http://www.nationalsecurity.gov.au">www.nationalsecurity.gov.au</a> |
| State Emergency Service      | 132 500      |  |
| Telstra Call Tracing Service | 1800 007 097 | <a href="http://www.telstra.com.au">www.telstra.com.au</a>                   |
| Poisons Information          | 13 11 26     | <a href="http://www.rch.org.au/poisons">www.rch.org.au/poisons</a>           |





|                                     |                |  |
|-------------------------------------|----------------|--|
| Gas Emergency                       | 1800 678 198   |  |
| Electricity Emergencies             | 1800 678 198   |  |
| Royal Women Hospital                | (03) 8345 2000 | <a href="http://www.thewomens.org.au">www.thewomens.org.au</a>                                   |
| John Fawcner Hospital               | 9346 3333      | <a href="http://www.johnfawcnerprivate.com.au">www.johnfawcnerprivate.com.au</a>                 |
| <b>Community Bodies</b>             |                |  |
| Australian Red Cross                | 03 9345 1800   | <a href="http://www.redcross.org.au">www.redcross.org.au</a>                                     |
| Salvation Army Counselling Services | 1300 627 727   | <a href="http://www.salvos.org.au">www.salvos.org.au</a>   |
| Mensline                            | 1300 78 99 78  | <a href="http://www.menslineaus.org.au/cms/index.html">www.menslineaus.org.au/cms/index.html</a> |
| Road Trauma Support Team            | 1300 367 797   | <a href="http://www.rtssv.org.au">www.rtssv.org.au</a>   |

## 7. Critical Incident Management Flowchart

| Immediate Action  |   |
|---|---|
| <b><i>Witnessing critical incident</i></b>  | Contact Emergency Services - Dial 000.<br>Person witnessing critical incident should contact the CEO/PEO and other senior staff member (if PEO is not available) immediately.   |
| <b><i>Assess situation: focus on immediate safety of other students and staff</i></b> | Assess the situation and if immediate danger exists:<br>Remove yourself and others from the area to emergency gathering area (refer to evacuation plans in each area)<br>Contact emergency services by calling 000, when you call Triple Zero (000) it will prompt if you want Police, Fire or Ambulance. Stay calm, do not shout, speak slowly and clearly and tell emergency services exactly where to come. Give an address or location. |







|                                      |   |
|--------------------------------------|---|
|                                      | Contact PEO/senior staff and ASIA's first aid officers.   |
| <b>PEO/Critical incident officer</b> | <ul style="list-style-type: none"> <li>• Create for themselves a clear understanding of the known facts</li> <li>• Call 000 if an emergency exists and emergency services are not contacted already.</li> <li>• Ensure safety of students and staff including evacuation (if not done already).</li> <li>• Be present to liaise with emergency services.</li> <li>• Deploy resources and supervise critical incident.</li> <li>• Plan an immediate response.</li> <li>• Plan ongoing strategies.</li> <li>• Allocate individual roles/responsibilities for ongoing tasks.</li> <li>• Communicate with families, students, staff and other relevant people.</li> <li>• Undertake debriefing &amp; identify counselling needs and arrange counselling.</li> </ul>   |
| <b>Within 24-48 hours</b>            | <p>PEO - <b>Manage the media</b><br/>Prepare a written statement<br/>Plan ongoing action</p> <p>Based on an evaluation of the critical incident, the CEO or most senior person will, where appropriate, implement the following:</p> <ul style="list-style-type: none"> <li>• Contact with next of kin/significant others</li> <li>• Inform ASIA's staff and students.</li> <li>• Prepare a guideline for staff about what information to give to students in line with privacy policy.</li> <li>• Prepare a written bulletin for staff and students if the matter is complex.</li> <li>• Brief staff and delegate a staff member to deal with telephone/counter inquiries.</li> <li>• Managing any media -PEO or Delegate will be responsible for handling calls and queries from the media.</li> <li>• When liaising with media PEO/Delegate must keep privacy legislation in mind and must consult with emergency services prior to providing sensitive</li> </ul> |





|   |   |
|---|---|
|   | <p>information to media, which might affect function of the emergency services.</p> <ul style="list-style-type: none"> <li>• Identify students and staff members most closely involved with the incident and ensure that they are offered support and counselling</li> <li>• Arrange a time and place for an initial group/individual debriefing session with Counsellor/s</li> <li>• Arrange access to emergency funds if necessary.</li> </ul>  |
| <b>Within 7 days</b>                            | <p>PEO completes "Incident Report" form (Appendix 1)<br/>Record the incident and include the following key details in report:</p> <ul style="list-style-type: none"> <li>• The time of the incident</li> <li>• The location and nature of the incident</li> <li>• The names and roles of persons directly involved in the critical incident</li> <li>• The action taken by the institute including any opportunities for improvement</li> <li>• The organisations and people contacted by the institute.</li> </ul> |
| <b>Within 7-14 Days (as deemed appropriate)</b> | <p>Following the incident, a senior management review will be undertaken, and recommendations will be placed in the continuous improvement register if appropriate. ASIA will put in place policies and procedures to ensure that the incident is not repeated.</p>   |

## Related documents

Critical incident report form  
 Sample Letter: Letter sent to parents  
 Critical incident checklist





## Critical Incident Form

### Part A

|  |                          |                          |                          |                          |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| Details of Person completing the form                  | Name                     |                          |                          |                          |
|  | Phone no:                |                          |                          |                          |
|  | Email address            |                          |                          |                          |
| Date and Time of Incident                              |                          |                          |                          |                          |
| Location of the incident                               |                          |                          |                          |                          |
| Brief description of Incident                          | Type of Incident:        |                          |                          |                          |
|  | Description of Incident: |                          |                          |                          |
| Name and contact details for witnesses to the incident |                          |                          |                          |                          |
| Was anyone injured                                     | No<br>(Complete Part C)  | <input type="checkbox"/> | Yes<br>(Complete part B) | <input type="checkbox"/> |

### Part B

|                           |                 |                               |                                 |  |
|---------------------------|-----------------|-------------------------------|---------------------------------|--|
| Details of Injured Person | Name            |                               |                                 |  |
|                           | Gender          | <input type="checkbox"/> Male | <input type="checkbox"/> Female |  |
|                           | Date of Birth   |                               |                                 |  |
|                           | Contact details |                               |                                 |  |





|                       |  |  |
|-----------------------|--|--|
|                       | Emergency contact details  |  |
| Description of Injury |  |  |
| Treatment Required    | <input type="checkbox"/> No <input type="checkbox"/> First Aid <input type="checkbox"/> Doctor <input type="checkbox"/> Hospital admission<br><input type="checkbox"/> Other, please specify |  |

## Part C

|  |                |         |
|--|----------------|---------|
| Description of damage  |                |         |
| Were there any other services involved/attended? (If yes, attach a copy of the report) |                |         |
| Person/s involved  |                |         |
| Name   | Contact Number | Address |
|  |                |         |
|  |                |         |
|  |                |         |
| Recommended Actions Taken by ASIA  |                |         |
|  |                |         |
| Sign:  | Date:          |         |





### Appendix 3: Critical Incident Checklist

#### Critical incident checklist

| Questions   | Yes | No | Any comments |
|---|-----|----|--------------|
| Staff and Students are aware about the process followed during Critical Incident policy.  |     |    |              |
| Team has been designated to provide support and guidance to students.   |     |    |              |
| Safety of student and others confirmed  |     |    |              |
| Incident reported to the Emergency services (By Dialing 000- Police, Fire, Ambulance)   |     |    |              |
| Incident reported to PEO/CEO  |     |    |              |
| Incident reported to any other person<br>Please specify:  |     |    |              |
| PEO is present to liaise with emergency services  |     |    |              |
| Critical incident has been supervised   |     |    |              |
| Immediate response planned by CEO/PEO   |     |    |              |
| Families, students, staff and other relevant people have been communicated.   |     |    |              |
| Written Bulletin have been prepared if matter is complex.   |     |    |              |
| Students offered counselling and ongoing support.   |     |    |              |
| Staff members are given brief description on how to deal with telephone/counter enquiries   |     |    |              |
| Arrangements have been made for Media management  |     |    |              |
| Privacy legislation has been kept in mind before speaking to media.   |     |    |              |
| Consulted with emergency services before providing information to media.  |     |    |              |
| Written Critical incident record is maintained  |     |    |              |
| Recommendation have been placed in continuous improvement register  |     |    |              |
| Written record of critical incident and action taken by ASIA will be maintained for at least two years after the overseas student ceases to be an accepted student. |     |    |              |





# ASIA

ASTRAL SKILLS INSTITUTE OF AUSTRALIA  
RTO Code: 41322 | CRICOS No: 03858C



**THE EARLY CHILDHOOD COMPANY PTY. LTD. T/A ASTRAL SKILLS INSTITUTE OF AUSTRALIA (ASIA)**

ABN: 80 600 951 264

RTO: 41322

CRICOS: 03858C



Head Office: Level 5, Suite 513A,  
Westfield Parramatta, NSW 2150



(02) 4608 9972



info@asia.edu.au  
www.asia.edu.au

Version 2.0  
Page No: 14