

Procedure Title

Critical Incident Procedure

Preamble

The Critical Incident Policy includes the requirement for the process for the management and reporting of critical incidents by stakeholders.

Purpose

This procedure informs the process to deal with a critical

Scope

The scope of this procedure include Deakin College staff, students and visitors.

Policy

Critical Incident Policy

Related Documentation

[Click or tap here to insert related documentation.](#)

Procedure

[Click or tap here to insert procedure.](#)

1. Staff presence during a Critical Incident

- 1.1. In the event of a staff member being present during a critical incident, staff member will:
 - Assess whether the students/persons are safe and take all necessary steps to ensure their safety;
 - Assess immediately practical needs to stabilise the immediate environment;
 - Check to see if any individuals or groups might need immediate attention;
 - Ring fire, police, ambulance as necessary;
 - Contact a manager as soon as practical;
 - Contact Deakin University Security as appropriate.
- 1.2. After a critical incident, it must be reported to the Senior Management Group and Occupational, Health and Safety (OH&S) Officer. The OH&S Officer is responsible for reporting to Navitas and Deakin University (if the incident occurred on campus for the latter).
- 1.3. Members of the Senior Management Group and relevant managers will form a Critical Incident Team at the discretion of the College Director and Principal.

2. Initial Critical Incident Team Meeting:

- 2.1. The task of the Coordinating Team at the initial meeting is to:
 - Develop a profile of the incident. What has happened? Who has been affected by the incident? How might it have affected them?;
 - Determine the range of supportive actions to be offered to student's and/or staff members affected by the incident;
 - Evaluate which other individuals and/or organizations need to be involved and their potential roles;

- Re-establish a sense of personal control, by considering linking students to parents or caregivers and significant others;
- Determine the communicate strategy to student, staff and public regarding the incident;
- Unless approved otherwise, media interviews in relation to critical incidents will be given by the College Director & Principal

3. Response

3.1. Issues to be considered by the Critical Incident Team include:

- Contact with next of kin/significant others and the most appropriate manner of contact;
- Arrangements for informing staff and students;
- Guidelines to staff about what information to provide to students;
- A written bulletin to staff if the matter is complex;
- Briefing staff and delegating a staff member to deal with telephone/counter inquiries;
- Managing media and publicity;
- Identification of those students and staff members most closely involved and therefore most at risk;
- Liaison with Deakin University as appropriate;
- Notification of and liaison with Sponsor or Agent if applicable;
- Notification of and liaison with international students Embassy/Consulate.

4. Ongoing and Follow Up Response

4.1. The following issues may need to be discussed at subsequent meetings:

- Who is the decision maker? Shared between Critical Incident Team;
- Who will follow up? Shared between Critical Incident Team;
- Availability of mobile phone(s);
- Arrangements for visits to/from family;
- Liaison with Police, Doctors, Hospital Staff;
- Hiring Independent Interpreters;
- Death Notices;
- Funeral/Memorial Service Arrangements;
- Refund of student's fees to pay repatriation or associated expenses;
- Copy of Death Certificate;
- Consideration of personal items and affairs (household and academic);
- Insurance Matters, Ambulance Cover;
- Formal Stress Management interventions required for students and/or staff (release from classes, leave, rescheduled assessments or exams);
- Liaison with Academic Staff or Supervisors;
- Arrangements for further debriefing sessions for groups/individuals as required;
- Liaison with Immigration if studies will be interrupted;
- Fees issue to be resolved if student cannot continue with their studies;
- Assist students to access legal assistance, right to sue etc.;
- Arrangements for further debriefing sessions for groups or individuals as required;
- Follow up condolence letters to family;

- Financial assistance for families of victim if residing in Australia;
- Roster of students for hospital visits;
- Arrange a time and place for an initial group or individual debriefing session with Student Counsellor and/or external counsellor(s). Deakin counsellors may need to be contacted. In this session, an opportunity is given to share the impact of the event, discuss various interpretations of the event in cultural/ethnic terms, the resulting sense of vulnerability, the experience of painful emotions and the normalisation of reactions.
- Organise a tasks schedule for the next hour(s), day(s) etc.
- Plan ongoing feedback and regular meetings so that the coordinating teams are continually in touch and working together.
- (In the case of death) contact the Student and Academic Services Manager to update student's record.
- Confirm access to emergency funds if necessary.

5. Staff Roles and Responsibilities

5.1. Critical Incident Team

- Attend meetings of Critical Incident Team
- Collect factual information on critical incident;
- Provide support for Deakin College staff, students and family members;
- Monitor and supervise follow up action;
- Coordinate debriefing and closure activities;
- Contact Emergency Agencies and families (as required);
- Inform staff of response plan, facts and roles;
- Coordinate the dissemination of information;
- Coordinate any contact with Media; Prepare communication for Deakin College community;
- Monitor own responses to the incident and seek support as appropriate.

5.2. Academic Coordinators

- Liaise with Deakin College teaching staff about dissemination of information;
- Identify staff and students at risk;
- Coordinate relief arrangements;
- Monitor own responses to the incident and seek support as appropriate.

5.3. Teaching Staff

- Attend staff meeting and be familiar with the facts of the incident, Deakin College's response and their roles and actions;
- Support all staff members, students and family members, especially those at risk;
- Disseminate information to classes as agreed with Coordinating Team;
- Monitor own responses to the incident and seek support as appropriate.

5.4. Administrative Staff

- Attend staff meeting(s) to become familiar with the facts of the incident;
- Support all staff members, students and family members;
- Liaise with Critical Incident Team coordinating telephone and email communication;

- Direct all outside media enquiry's to the College Director and Principal
- Monitor own responses to the incident and see support as appropriate.

Status and Details

Status	Current
Effective date	1/06/2019
Review date	30/04/2021
Approval Authority	Senior Management Group
Implementation Officer	Student and Academic Services Officer (Specialist)
Enquiries Contact	Stanley Quay