Critical Incident Management Procedure

1. Purpose

1.1 This procedure outlines the process for managing critical incidents involving students or staff.

2. Scope

2.1 This procedure applies to all staff and the Critical Incident Team of Perth Bible College.

3. Responsibility

3.1 It is the responsibility of the Principal for the implementation of this procedure.

4. Definitions

Critical Incident	Any traumatic event or threat of an event within or outside Australia, which causes physical or psychological harm, including extreme stress, fear or injury but not necessarily causing death. Critical incidents may include events such as: • Violent behaviour, assaults, bomb scares; • Serious accidents, explosions, fire; or • Deaths.
DoHA	The Department of Home Affairs, which includes responsibility for immigration matters.
ESOS Act	The *Education Services for Overseas Students Act 2000* of the Commonwealth of Australia.
International Student	A student studying in Australia on a student visa issued by DoHA.
National Code 2018	The National Code of Practice for Providers of Education and Training to Overseas Students 2018, established pursuant to Part 4 of the ESOS Act.
PRISMS	Provider Registration and International Students Management System: the Australian Government database that provides Australian education providers with Confirmation of Enrolment facilities required for compliance with the ESOS legislation.

5. Procedure

Reporting a Critical Incident

5.1 The first Perth Bible College staff member to witness or be informed about an incident shall assess the situation and assess any risk to their own safety.

5.2 Where the incident is determined to be a Critical Incident and there is risk of further harm to a student or any Perth Bible College staff member or other life or property, the assistance of emergency services must be requested immediately.

5.3 Notification of the critical incident is to be sent to the Principal immediately, with any incidents on-campus requiring the notification to be sent to the Property Manager as well.

5.4 The facts of the incident will need to be ascertained by either the Principal or Property Manager, dependent on the area of the incident and the scope of its impact. This process will include gathering data to verify what was reported to have occurred, which will be collated in the incident report form. This will involve interviews of:

    5.4.1   those who reported the incident;
    5.4.2   those involved in the incident; and
    5.4.3   any who witnessed the incident.

5.5 All reported facts must be documented as well as the collection of any other relevant supporting evidence, for example photos of the incident or its result.

Initial Response

5.6 Medical treatment shall be arranged as soon as possible, and if necessary, appropriate personal support, or other assistance, as reasonably required, shall be immediately provided.

5.7 The Principal will liaise with Emergency Services and ensure access for Emergency Services to obtain the names of persons involved in the incident.

5.8 The Principal shall assemble the Critical Incident Team and discuss the issue with them, as required.

5.9 The Principal leads the Critical Incident Team and is responsible for determining the appropriate course of action for each type of critical incident. This team will plan and document appropriate steps to be taken and determine a timeframe for the implementation of such actions.

Coordination of a Critical Incident

5.10 The Critical Incident Team will determine if the following actions are required for the critical incident:

  5.10.1 other staff are required to be informed by the Principal;
  5.10.2 the College Chaplain and the Dean of Students will be contacted by the Principal to arrange support for staff and students;
  5.10.3 the nominated local church leader for affected students will be contacted by the Principal;
  5.10.4 any additional counsellors or the provision of reading/support materials will be provided;
  5.10.5 the Principal or the Property Manager will communicate any outcomes or steps being taken with the students and college community affected by the critical incident, being mindful of any relevant legal and privacy constraints;
  5.10.6 the emergency contact of those involved in a critical incident are contacted individually, if appropriate;
  5.10.7 The Critical Incident Team will determine how widely the communication of the critical incident should extend and to what extent specific details of the critical incident are included. The Principal or the Property Manager will then communicate with the wider college community as determined by the Critical Incident Team;
  5.10.8 other organisations or individuals for additional assistance will be contacted;
  5.10.9 a response to the media will be determined; and/or
  5.10.10 any memorials or services which may be required are prepared by the College Chaplain and Principal.

5.11 All students and staff contacted are informed of all support services that are available.

5.12 At all times a supportive, calm atmosphere, should be maintained and normal procedures and activities should continue as far as possible.

5.13 If required, the Principal will organise a certified interpreter/translator to assist in contacting the person(s) listed as the emergency contact(s) of the affected staff or student(s).

Follow-up Actions at the Conclusion of a Critical Incident

5.14 At the conclusion of a Critical Incident, the Critical Incident Team shall review the incident, identify implications for future responses and discuss with the Principal any suggested amendments to this policy and its procedures, if necessary, to prevent or reduce the likelihood of a recurrence of the incident or any shortcomings in the response. If agreed, the Principal shall ensure that the necessary amendments are made.

5.15 The review will also consider:

5.15.1 that the designated support services for staff and students have been able to meet the needs of the college in relation to the critical incident;

5.15.2 any new information which has arisen from the action process and determine any recommendations;

5.15.3 if the timeframe of moving towards the 'normal routine' is being, or has been achieved by the action process and what steps may be required if it is not; and

5.15.4 If the critical incident action response is complete and the file may be deemed 'closed' or if another review is required, and the appropriate timeframe for that review.

5.16 Where applicable, the Dean of Students will implement an ongoing plan of support to ensure follow up concerning the well-being of individuals involved in the incident. This support may be extended to provide accommodations or adjustments to student or staff workload to provide for recovery from injury and or shock.

5.17 The ESOS Act requires Perth Bible College to notify DoHA as soon as practical after the incident that involves an international student. In the case of a student's death or other absence affecting the student's attendance, the incident will need to be reported via PRISMS. This will be actioned by the Compliance Coordinator.

Record Keeping of Critical Incidents

5.18 In accordance with Standard 6.8 of the National Code 2018, Perth Bible College is required to document the management of all Critical Incidents that affect an international students' ability to undertake or complete their course. Therefore, Perth Bible College must maintain the following on the student management system for at least two (2) years after an overseas student ceases to be an accepted student:

5.18.1   all written records of a Critical Incident; and

5.18.2   copies of any remedial action taken concerning a Critical Incident.

5.19   Completed copies of this form and all supporting evidence (resolution) are to be held on file by the Principal for a period no shorter than seven years, and no shorter than two years after the student involved is no longer a student of Perth Bible College.

6. Procedure Information

Date first approved: 05/10/2010	Date of effect: 05/10/2010	Date last amended: 17/08/2021	Date of next review: 17/08/2022
Approved by		Board of Management	
Authorised Officer		Principal	
Supporting documents, policies & forms of this procedure		*Critical Incident Management Policy*	
Related Legislation and Codes of Practice		*Code of Practice on Occupational Safety and Health in the Western Australian Public Sector 2007* *Education Services for Overseas Students (ESOS) Act 2000* *Higher Education Standards Framework 2015, Part A: Standard 2.3 (Wellbeing and Safety)* *National Code 2018, Standard 6* *Occupational Safety and Health Act 1984* *Occupational Safety and Health Regulations 1996* *Tertiary Education Quality and Standards Agency (TEQSA) Act 2011*	
Audience		Public	

7. Version History

Review Table			
Date	Review Type • Scheduled • Policy amendment • Admin update	Summary of Changes	Review person/group
05/10/10	Admin Update	Conversion from Policy Manual to new format.	Adam Niven
18/12/14	Scheduled	Approval authority corrected. 2.5.10 "Dean of Students" replaced with Principal	Adam Niven

14/12/2015	Policy amendment	Added reference to PBC Code of Conduct in 1.1.5	Peter Elliott
09/08/2018	Scheduled	Adjusted 2.4 to specify staff in critical incident team	David Smith
08/03/2018	Policy amendment	Updated 3.1 for CRICOS purposes to reflect seven years as the period for records to be kept on student file.	Hanlie van Rooyen
12/07/2019	Policy amendment	New template and amendments made	Natalie Tierney Capital Review Group consultant
17/08/2021	Admin update	Added the use of the incident report form in 5.4. Grammatical fixes and general clean up.	Chris Burton