



CRITICAL INCIDENT POLICY

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SCOPE: Global College Australasia (Here-in GCA)

AIM: To ensure that all critical incident where GCA staff and/or student is directly involved, is documented for legislative requirements where applicable, future reference and/or continuous improvement where relevant.

To ensure that actions are being taken by GCA in case of a critical incident where GCA and/or GCA personnel are direct involved.

To provide a clear understanding of GCA definition of a critical incident.

PURPOSE: This policy is designed to ensure that Global College Australasia:

- A. Meets its Duty of Care as an ESOS based Education Provider
- B. Is able to respond to a Critical Incident effectively and promptly
- C. Provides appropriate support services to those affected
- D. Applicable information is provided to staff and students

EFFECTIVE DATE: 3rd Feb 2021

AUDIENCE: All Students and staff of GCA

POLICY STATEMENT

1.1 A critical incident, as per the ESOS act, is defined as a traumatic event or threat (within or outside Australia), which causes extreme stress, fear or injury.

- A. Critical incidents may include, but are not limited to:
- B. Serious injury, illness, or death of a student or staff.
- C. A missing GCA student and/or staff.
- D. Serious illness, such as any illness which causes the deterioration of the student /staff member's health over time.
- E. Serious Injury sustained which prevents or severely affects the student's ability to complete the course.
- F. Physical or Sexual assault of a student and/or staff.
- G. Occupation Health & Safety moderate and/or high risk identified.
- H. Student and/or staff witnessing a serious accident or violent act.
- I. Natural disaster which affected GCA premise and/or staff and/or students at the time of occurrence.



J. Fire, bomb-threat, explosion, gas or chemical hazard under GCA premise.

K. Drug or Alcohol abuse by a GCA student and/or staff.

L. Damaging Media attention.

M. Plagiarism and/or colluding.

N. Fraudulent document.

O. Traumatic events that affect GCA staff and/or a student such as:

I. Sexual Assault

II. Mental Health Crisis

III. Drug / Alcohol Overdose

1.2 Should an incident be deemed to meet the above criteria, that incident report can be upgraded to a Critical Incident and be subject to the following information within this policy.

The Critical Incident report may include the following items:

A. The time of the incident

B. The type of incident

C. Immediately after the incident

D. Following the incident

E. Post the incident

F. Review the Critical Incident management

1.3 Any student of GCA and/or staff who witnesses and/or is involved in a traumatic event or threat must complete the critical incident report as accurately and as soon as practically possible, **within 24 hours of the critical incident**. In such a situation, student support services must provide assistance to the student and/or staff immediately.

1.4 Critical incident reports can be accessed by staff on the digital folder and accessed by students via student support services.

1.5 If an overseas student under 18 years of age experiences disruption to their welfare and accommodation, this incident is considered a critical incident and all reasonable actions are taken by student support to resolve the disruption and notify the student's family and notify Australian Department of Home Affairs.



EMERGENCY SERVICES

- 1.6 Where deemed necessary, in case of a critical incident which requires emergency medical assistance, police assistance and/or fire department services, any party involved must contact emergency services immediately and advise management.
- 1.7 Wherever emergency services are required to be contacted all personnel are to be cleared from any dangerous area without delay.
- 1.8 In the instance of injury or onset of illness on premises, Global College Australasia management should be notified whenever a student or staff member requires assistance.
- 1.9 Contact should be made with the family of any student involved in situation requiring emergency services by student support. Parents/legal custodians of any younger student involved in any form of critical incident must be contacted and informed.

STAFF DUTY OF CARE

- 2.0 Any Staff Member, as part of their duty of care, who is either a direct witness or the first to be informed of the incident or potential incident can assume the position of the Designated Officer and is to assume temporary control over the Critical Incident and to assign duties and responsibilities to Staff and Students as required until otherwise advised by management.
- 2.1 Any designated officer must ensure that the critical incident is not a threat to themselves, students, a GCA personnel or any 3rd party under premise. All relevant parties must be notified of any hazard which may pose a safety risk in case of a critical incident immediately.
- 2.2 The designated officer may act as the liaison between GCA and the emergency services on site to maintain integrity of information being shared between all parties involved during the immediate emergency situation.
- 2.3 All liaison between emergency services department, following the critical incident, will be conducted by management of GCA whenever applicable.

MANAGEMENT DUTY OF CARE

- 2.4 Management will engage into investigating the critical incident to determine the cause and the re-occurrence likelihood post the incident. All relevant parties will be notified post investigation where applicable and the right course of action/s will be taken and communicated. Implementation of the right course of action may vary on a case by case basis.
- 2.5 Management will regularly monitor the effectiveness of the critical incident risk control measures and rectify any deficiencies in the procedures where required.
- 2.6 Management will be the liaison with Department of Education and the Department of Employment, Australian Department of Home Affairs and other relevant agencies when applicable.
- 2.7 Management will:
 - A. Ensure the well-being of Staff and/or Students following the critical incident.
 - B. Arrange counselling, trauma services and/or religious services following the critical incident should the student and/or staff request it and if deemed relevant by management.
 - C. Ensure support for Staff and Students in the event an incident is still on-going.
 - D. Manage media reports when applicable.
 - E. Where applicable, ensure the site of the incident is not disturbed in relation to a Police matter or when an investigation is required by the state, local and/or federal authority.
 - F. Restore normal daily operations, where practical and safe as soon as possible.