

Document I.D.	QHRPR005
Responsibility	College Director & Principal and Chief Warden
Initial Issue Date	
Last Update	4 February 2019
Next Review Date	4 February 2020
Related Documents	<ul style="list-style-type: none"> • Critical Incident Initial Report • Critical Management - Updates • Navitas Critical Incident Management Plan

Overview

Reason for Procedure

Each critical incident is unique. The aim of this Process and any Critical Incident plan is to provide a general framework for staff to follow when a critical incident occurs. Staff must ensure that while compliance with the procedures and guidelines is expected, the safety of those involved in the incident is paramount.

The design of this Process is ensure that the College:

- meets its duty of care obligations in the provision of health and safety for staff, students and other persons working at or visiting the College;
- is able to respond swiftly and effectively in the event of a concerning or Critical Incident, disaster or crisis; and
- is compliant with relevant legislations and Standards.

In the event of a Critical Incident, staff and students should follow this Process and exercise common sense in ensuring that they give priority to the safety of all concerned.

Required knowledge/understanding

In most instances, the College will require involvement and support from external emergency agencies to assist with the management of the Critical Incident.

Risk Issues

Think about what the implications are if we get this procedure wrong.

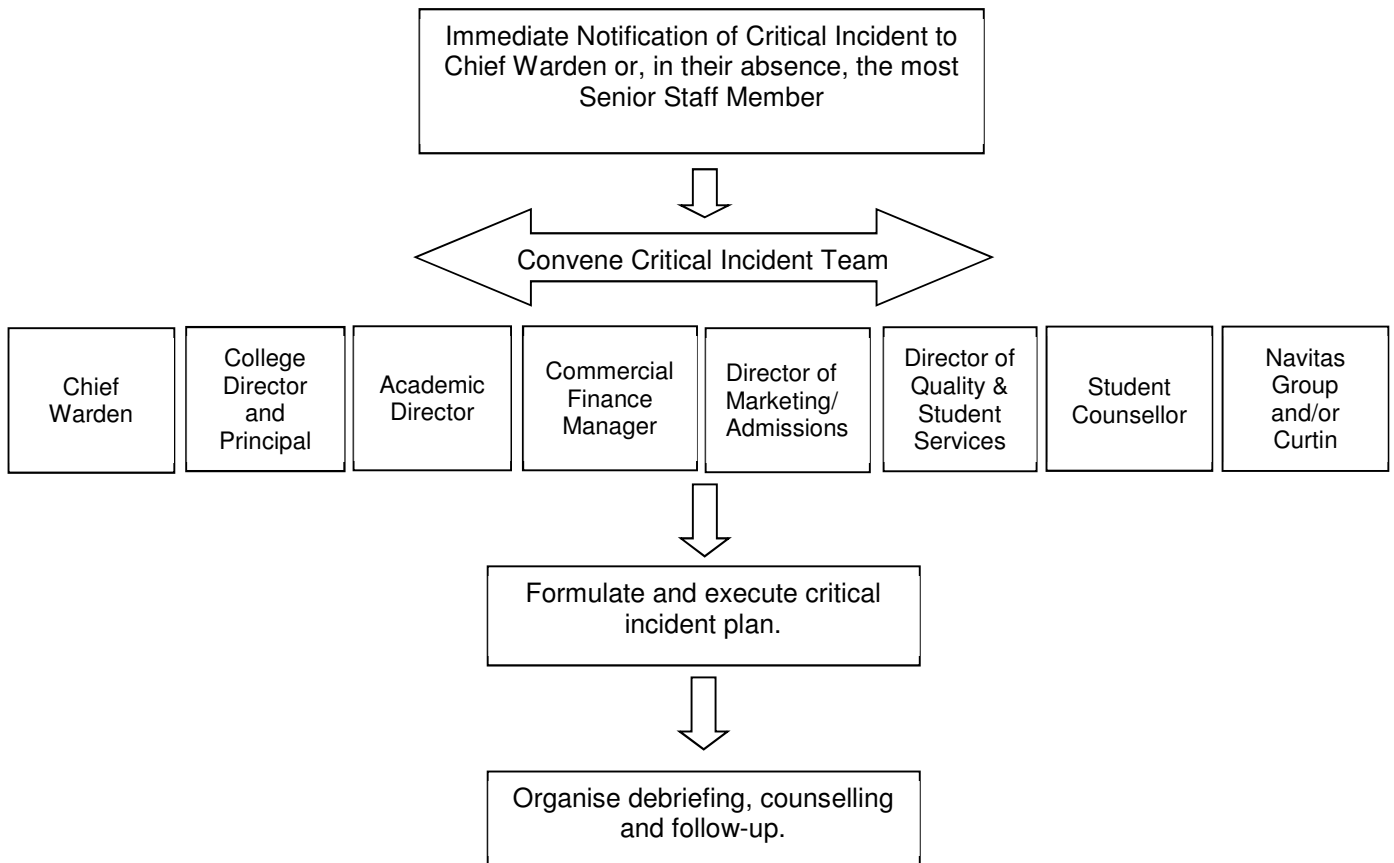
- Non-compliance.
- Minors at risk.
- Staff and/or student at risk.

Definitions

Critical Incident: refers to a particular incident, episode or crisis that may result in a 'high' level of risk, directly or indirectly to the core operations of the College and/or Curtin University (CU). For consistency, the term critical incident is preferred to crisis, emergency or other similar expressions. Critical Incidents are the highest level of incident that may affect the operations of the College.

INCIDENT/S PROCEDURE

1. Chief Warden notified of an incident or, in their absence, the most Senior Staff Member available.
2. The Chief Warden (or in their absence the most senior staff member) to assess the situation and consider any apparent risks to their own safety.
3. Where the Chief Warden considers a critical incident to be apparent or likely, he/she must alert the most senior staff member available and notify the relevant officer, refer to the “Severity Levels” table above.
4. Where the incident occurs on-campus, the Chief Warden should alert the Curtin University Safer Community Team immediately. The Chief Warden and/or CU Safer Community Team will contact the emergency services if necessary.
5. Provided there is no threat to personal safety in doing so, the Chief Warden is to take steps to minimise further damage or injury. This may involve organising willing bystanders to provide support.
6. The College Director & Principal or most senior staff member available is to assume responsibility for reassessing the incident and forming a Critical Incident Management Team, if deemed necessary. Based on the severity of the incident the College Director or nominee are to notify the Navitas delegates (refer to the “Security Levels” table in the Incident Management - Updates and Navitas CI Management Plan). *CIMT to refer to Navitas Critical Incident Management Plan for guidance if required.*
7. As soon as practical the Chief Warden prepares a Critical Incident Initial Report outlining details, such as, the type of incident and the exact location and details of any person or persons who might be injured, in distress, or at risk. Where persons affected include Curtin College students, a copy of the Student Personal Information Form should accompany the report.
8. The Chief Warden is to submit the Critical Incident Report, via the Navitas online reporting system “**Tickit**” accessible via <https://navitas.tod.net.au>, and manage the **Incident Report** with Navitas until the incident is closed.
9. The Critical Incident Management Team, using the guidelines (page 7 of this document), will review the situation, set priorities, allocate tasks/responsibilities and coordinate an immediate response including communications to staff, students, families of those involved, helpers, and the media.
10. Where CU have assumed management of the critical incident, the Curtin College Critical Incident Management Team will consult with and/or taken instruction from CU as necessary.
11. The Critical Incident Management Team will organise ongoing response and/or follow up, which may include a staff briefing, organising counselling, writing up a review and reporting any response and/or follow up.
12. The Chief Warden will organise a de-briefing to evaluate a response procedures and make recommendations for handling future critical incidents.



CRITICAL INCIDENTS REPORTING AND PROCEDURE FLOW CHART

CHECKLIST OF TASKS & RESPONSIBILITIES FOR CONSIDERATION:

Chief Warden (or nominee) to:

- Assess the situation and notify relevant staff (see above Security Levels table);
- Liaise with Wardens, CU Safety and Emergency Management;
- Keep notes of what is occurring, where possible, to prepare Critical Incident Initial Report;
- Organise formal counselling and stress management interventions for required staff;
- Prepare a written record of the event and all follow-up actions for the final report; and/or
- Organise a debrief meeting to evaluate response procedures and make recommendations.

The College Director & Principal or most senior staff member available will:

- Liaise with Wardens, CU Safety and Emergency Management (in the absence of the Chief Warden);
- Head the Critical Incident Team;
- Ensure that the Incident Procedures are followed;
- Liaise with Navitas Group and Curtin University; and/or
- Liaise with Diplomatic Post/Embassy/Consulate.

Commercial Finance Manager (or nominee) to:

- Organise insurance matters, OSHC and ambulance cover;
- Refund student fees as appropriate, in the event of the death of a student; and/or
- Review legal issues including advising the family of process/access to assistance, if needed.

Academic Director (or nominee) to:

- Liaise with academic staff or staff supervisor; and/or
- Ensure appropriate handling of student data by administrative staff.

Navitas GM Public & Investor Relations (Phone: 9314 9600) to:

- Provide Media Liaison;
- Communicate with students/College Community; and/or
- Prepare Letter of Condolence to family/next of kin.

Director of Marketing and Admissions to:

- Assist with Media Liaison; and/or
- Act as Agent Liaison.

Director Quality and Student Services (or nominee) to:

- Assist with communication to students/College Community;
- Assist with preparation of Letter of Condolence to family/next of kin;
- Organise pastoral assistance for family of victim, if in Australia;
- Organise formal counselling for student and/or student's family;
- Make arrangements for visits to/from family/next of kin including arrangements for meeting them at the airport and assisting with hotel reservations;
- Hire appropriate certified interpreters/translators (not students), if required;
- Liaise with Doctors and Hospital Staff/Coroner/Funeral Director;
- Obtain authorisation from next of kin for disposal of personal effects and affairs (household and academic); and/or
- Liaise with Department of Home Affairs, if required.

GUIDELINES

The following information is a guide for the types of actions, responsibilities or issues that the Critical Incident Management Team and others may need to be address, particularly if the incident results in the death of a Curtin College student.

1. Police/Hospital and Coroner Involvement (if required)

- The police must investigate all sudden unexpected deaths. Police actions include:
 - Reporting the death to the Coroner;
 - Notifying Next of Kin;
 - Obtaining official identification of the deceased (this must be done by a person who has known the individual for at least the past year); and
 - Conducting investigations (interviewing witnesses or others involved, collecting evidence and delivering specimens for analysis).
- Where a death requires a Coroner's investigation, the ambulance will take the body to the morgue where relatives may view the body (not touch). Once coronial inquiries are completed, the coroner will release the body for funeral directors to await instructions from the next of kin.
- In some cases, the Coroner will conduct a post mortem/autopsy to determine the medical cause of death. This usually involves an internal and external investigation of the body, and of tissue, organ, and blood specimens taken from the body. There may be cultural/religious objections concerning a post mortem that the family/relatives can discuss with the coroner, but such objections rarely influence a coroner's decision to conduct the autopsy.
- In some cases (murder), an inquest may be legally required. There is a public hearing before a Coroner to decide the circumstances of death.
- If necessary, the Critical Incident Team will assist with identification of the body at the mortuary and liaise with parents regarding funeral arrangements and/or transferring the body overseas.
- If necessary liaise with religious leader(s) and assist with memorial service/ceremony arrangements;

2. Family, Friends and Staff

- Once threat/injury/death has been confirmed, the initial contact with next of kin/significant others needs to be considered carefully. What is the appropriate manner of contact? What were the circumstances of the tragedy? Once established, maintain contact with those who may need ongoing support, often at times and in locations outside of the normal College routine. The CIMT should consider personal contact with victims and those affected by the incident outside of normal hours. Family, friends and Homestay family of the victim(s) are a priority.

- In exceptional circumstances, the Critical Incident Team will assess those affected by the incident and make referrals for counselling and/or advice to agencies outside of those normally provided for by the University.
- The CIMT may need to put the appropriate cultural responses in place, provide interpreters, and overseas authorities, such as embassies, student sponsor organisations, and/or delegations, notified.
- The CIMT should advise staff regarding information guidelines for students. There may be a need to issue a written statement to staff and students, within the guidelines of the Privacy Act.
- The CIMT may need to identify others affected by the incident to provide re-assurance and minimise distress. It is important to return to normality as soon as possible. Line Managers/Supervisors should meet with staff at the end of the working day to debrief staff and assist in the recovery process. Where appropriate, the College may direct staff and students to seek professional counselling.

3. Agents

- If applicable, the CIMT should contact the agent(s) involved with the student(s) involved in a critical incident. Often parents/family will contact the agency directly. It is important to contact the family directly, but, if going through an agent, be clear about details and what message to convey and how.
- Agents in the home country of the victim(s) need guidelines about what information to give out. If the matter is complex, a written bulletin may be necessary.

4. Interpreters

- It is important to use a certified translator. Using students and staff may lead to inaccurate (and possibly culturally insensitive) conveyance of the information. It also may lead to an additional risk if they become too closely involved with the situation. Many Embassies will have information on suitable translators.

5. Religious Issues

- The CIMT will make contact with an appropriate religious group on request from the next-of-kin and notify staff and students, as appropriate.
- Where the family has no wish for religious services, but there are those who may be indirectly affected, the CIMT will contact the CU Chaplain.

6. Media Liaison

- All staff should be advised of the name and contact details of the designated Media Liaison and the procedure for directing media inquiries (Navitas liaison);
- A press release should include the answer to the following, what, how, when, where and why? Where appropriate, the College and CU may issue a joint statement.
- A statement explaining the College/University's policy on responding to this kind of situation may be useful.
- The press release should include an expression of regret and compassion for the family/friends of the victim. If the situation warrants, it is suggested a comment is issued on what measures will be put in place to ensure any future events of the same kind are avoided.

7. Funeral/Memorial Service (if required)

- According to the Australian Funeral Directors Association, Funeral Directors can provide guidelines for funeral arrangements concerning funeral arrangements, services, burial/cremation, coffins, viewing arrangements, flowers, etc. according to the religious, ethnic or personal preferences of the next-of-kin.
- A Funeral Director will register the death through the Registrar of Births, Deaths and Marriages and liaise with clergy, medical authorities, cemetery/crematorium officials and the coroner.
- The CIMT will contact an appropriate religious group on request from the next-of-kin and notify staff and students as appropriate.
- If there is no body (for example, drowning or abduction) a memorial service allows those left behind to farewell the deceased and work through the grieving process. Music, photo and significant objects associated with the person's life may be on display to assist in personalising the service.

8. Counselling

- Counselling of staff and students will be a priority for incidents where trauma may be experienced.
- Arrange for a suitably qualified counselling service to address staff and invite staff to attend further individual counselling session with them, if required, at the College's expense.
- The CIMT may also engage and interpreter for this purpose.
- The College will consider Crisis Leave where necessary.

9. Legal Issues

After the critical incident, the Head of the Critical Incident Team is to assess whether legal assistance might be required and refer accordingly.

10. Insurance

Where damage to building or grounds has occurred or where the College may be liable for personal or property damage, the College should inform the relevant insurance bodies as soon as possible. Insurers would normally organise repairs if covered under the policy. Curtin College insurance policies are as follows:

Policy Numbers: 05CL011373 and 05CE011369
 Chubb Insurance Australia Ltd
 AON Risk Solutions
 Level 7, 28 The Esplanade, Perth, WA, 6000
 P: +61 8 6317 4000
 ABN: 17 000 434 720
 CRM Contact: Christina Cagorski, P: +61 8 6317 4026, E: Christina.cagorski@aon.com
www.aon.com

11. Academic Administration

The College should adjust student records to reflect changes to a student's status where applicable. The College should ensure a pop-up alert is to be created to reflect that the College Director & Principal (or nominee) approves any subsequent correspondence to that student, where relevant.

Appendices

- Critical Incident Initial Report <H:\Public\Forms\Staff\Critical Incident Report QHRFO014 v1.dotx>
- Navitas Critical Incident Management Plan <H:\Quality & Compliance\7 Policies & Guidelines\Navitas Critical Incident Management Plan - Approved 28 June 2007.docx>

Version:	Last changes:
V2.6 Dec '18	<ul style="list-style-type: none"> • Remove reference to Safety Net • Update Insurance details • General text corrections.
V2.5 May '17	<ul style="list-style-type: none"> • Add Safety Net App definition • Include Safety Net App process



TEAM

Traumatic Event & Accident Management

Utilising our global medical assistance capabilities, Allianz Global Assistance has a program to ensure prompt responses and appropriate support is available during a traumatic event.

We call this program the **Traumatic Event and Accident Management (TEAM)** program, which was developed to assist our education partners in dealing with critical incidents among international students. This service is not covered as part of OSHC offering, it is a value add service we provide to our partner institutions.



What assistance is available

1. Where an international student enrolled at your institution is hospitalised and the illness is deemed to be life threatening, the TEAM program can be used to transport 1 member of the student's immediate family to the location where the student is hospitalised. Alternatively, we can repatriate the student to their homeland. The TEAM funding is a contribution to the critical incident and is not intended to include all the associated travel costs (for example, accommodation and meals).
2. In the case of the death of an international student enrolled with your institution, the TEAM program can be used for the repatriation of the mortal remains to their country of origin. The funds can also be used to contribute to a local funeral or cremation.

Availability and eligibility

TEAM is available based upon the number of units allocated each calendar year. This is generally determined by the number of your full-time equivalent students registered with Allianz Global Assistance OSHC. Contact your local Account Manager for information about units available to your institution. You are also able to utilise this service for all international students regardless of their OSHC provider.

An individual TEAM unit is valued up to \$5,000 and you choose which critical incidents you wish to use the TEAM units on.

Following your decision to utilise TEAM for a particular case, our experienced Chief Medical Officer will assess the eligibility of this event and appoint a case officer who will liaise with the nominated institution contact person. A management plan for the incident will be developed to ensure support roles are clarified and institution protocol is maintained.

Who to contact

In the event of a critical incident, please contact your local Account Manager, who will initiate the processing of the event and required assistance. Below are further contact details.

TEAM Communication April 2017

Our standard incident notification procedure

For most incidents our standard procedure is listed below.

1. Initial communication
 - Contact your local Account Manager
 - Provide student details, case information, and assistance service expectation.
2. Usually an institution will need to obtain internal approval to allocate the TEAM unit to the case. You may need to refer to your internal critical incident management policy.
3. Our Medical Assistance Team or Account Manager will:
 - Contact the institution liaison and proceed with the case management.
 - Review the critical incident with the Chief Medical Officer to confirm eligibility of the critical incident.
 - Communicate activities and outcomes directly to the institution liaison.
4. Our team will continue to update the institution liaison or nominated contact.

We assess each case on its own circumstance and take the necessary actions to support the student and their requirements. We commit to maintaining a high level of communication with the education institute, where the health, safety and welfare of the student is of a serious concern. We also strictly abide by the privacy requirements of the Privacy Act and the OSHC Deed.

Contact details

Medical Assistance Desk			
Name		Phone number	Email
Medical Assistance Desk		07 3305 7286	medical@allianz-assistance.com.au
Local State Contacts			
Name	State	Phone number	Email
Anne Fough George Sala	QLD/NT	0408 447 824 0406 704 096	afough@allianz-assistance.com.au gsala@allianz-assistance.com.au
Kushal Shah Sam Messinis	VIC/TAS	0428 945 322 0487 887 752	kshah@allianz-assistance.com.au smessinis@allianz-assistance.com.au
Julia Kelly	WA	0402 894 749	jkelly@allianz-assistance.com.au
Kathy Matthews	SA	0421 098 862	kmattews@allianz-assistance.com.au
Dayna Bennett Nency Upadhyaya Francesca Ham	NSW/ACT	0417 676 618 0447 066 855 0420 279 594	dbennett@allianz-assistance.com.au nupadhyaya@allianz-assistance.com.au fham@allianz-assistance.com.au
National Contacts			
Name		Phone number	Email
Mary Pozzobon	National Sales Manager - Transformation	0433 140 866	mpozzobon@allianz-assistance.com.au
Kathy Matthews	National Client Services Manager	0421 098 862	kmattews@allianz-assistance.com.au