

Document I.D.	QHRPR006
Responsibility	College Director & Principal and Health & Safety Representative
Initial Issue Date	June 2007
Last Update	9 July 2024
Next Review Date	July 2026
Related Documents	Business Continuity Plan Work, Health and Safety Policy Younger Student Management Policy Navitas Crisis Management Program Plan Navitas Crisis Management Framework

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 to 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, including life and health
- Reputational damage and partnership at risk.

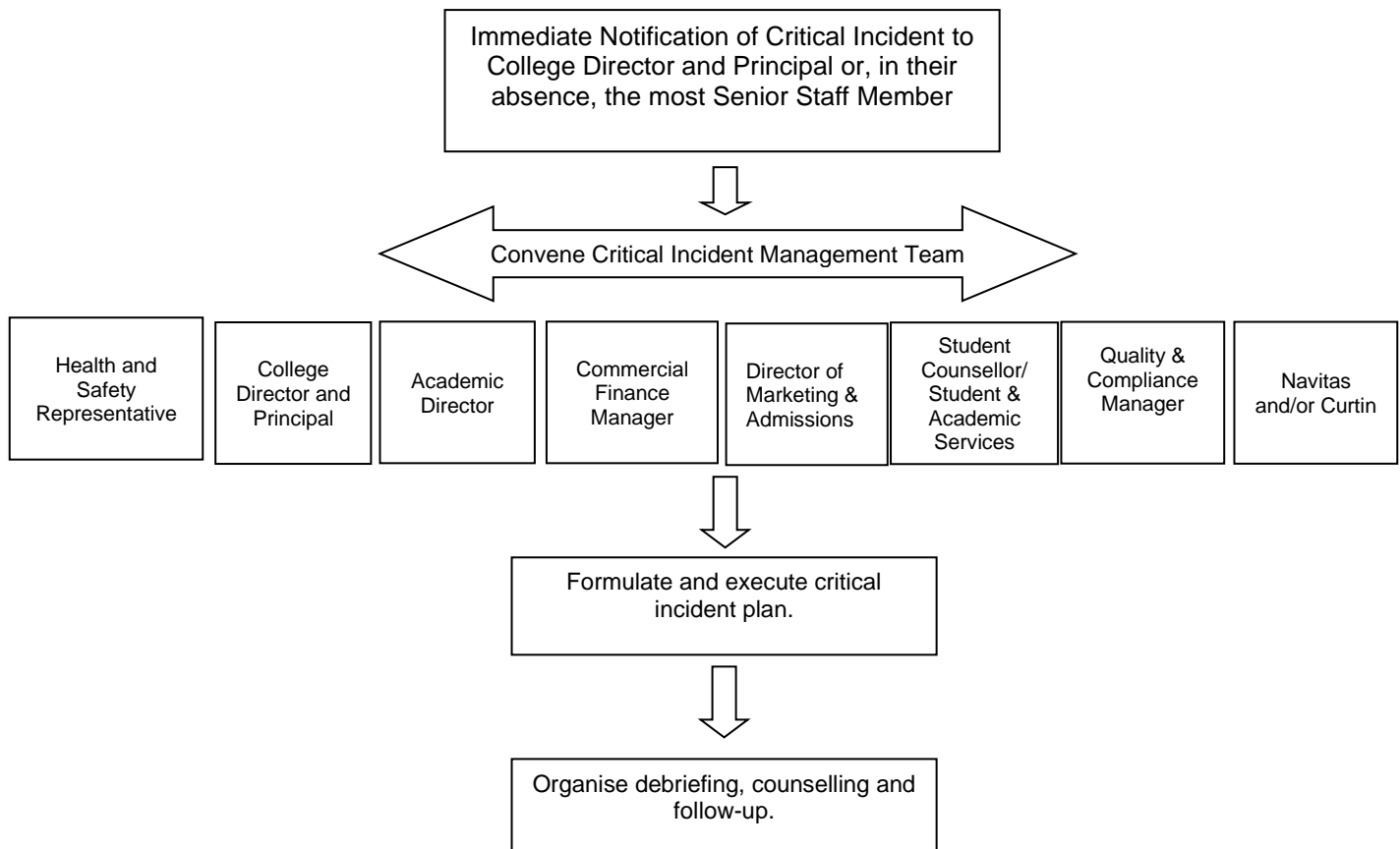
Definitions

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. College Director and Principal notified of an incident or, in their absence, the most senior staff member available.
2. The College Director and Principal (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 incident occurs on-campus, the College Director and Principal or, in their absence, the most senior staff member available, should alert the Curtin University Safer Community Team immediately. The Health and Safety Representative and/or Curtin University Safer Community Team will contact the emergency services if necessary.
4. Provided there is no threat to personal safety in doing so, the College Director and Principal or, in their absence, the most senior staff member available, is to take steps to minimise further damage or injury. This may involve organising willing bystanders to provide support.
5. 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 (see Appendix 1 "Security Levels" table a) *The Navitas Crisis Management Framework and Plan should be referred to for guidance if required.*
6. As soon as practical the College Director and Principal or their nominee prepares a Critical Incident Report, via the Navitas online reporting system "[Donesafe](#)",¹ 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. A similar report will need to be lodged through the Curtin University online reporting system "[Charm](#)".
7. The College Director and Principal or their nominee manages the [Incident Report](#) with Navitas until the incident is closed.
8. The Critical Incident Management Team (CIMT), 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.
9. Where Curtin University have assumed management of the critical incident, the Curtin College Critical Incident Management Team will consult with and/or take instruction from Curtin as necessary.
10. 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.
11. The College Director and Principal along with the Health and Safety Representative will organise a de-briefing to evaluate a response procedure and make recommendations for handling future critical incidents.

CRITICAL INCIDENTS REPORTING AND PROCEDURE FLOW CHART



CHECKLIST OF TASKS & RESPONSIBILITIES FOR CONSIDERATION:

Health and Safety Representative 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 assist the College Director and Principal prepare Critical Incident Report;
- Assist the College Director and Principal to prepare a written record of the event and all follow-up actions for the final report.

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

- Liaise with Wardens, CU Safety and Emergency;
- Head the Critical Incident Management Team;
- Ensure that the Incident Procedures are followed;
- Liaise with Navitas and Curtin University; and/or
- Liaise with Diplomatic Post/Embassy/Consulate.
- College Director & Principal approves any subsequent correspondence to that student, where relevant.
- Organise a debrief meeting to evaluate response procedures and make recommendations.
- Assess whether legal assistance might be required and refer accordingly.
- Arrange for EAP 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.

Commercial Finance Manager to:

- Organise insurance and/or financial matters
 - 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.

Academic Director to:

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

Navitas Head of Corporate Communications:

- Provide Media Liaison;
- Communicate with students/student family/College Community
- Review legal issues.
-

Director of Marketing and Admissions to:

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

Student Counsellor/Student & Academic Services to:

- Assist with communication to students/College Community;
- Advocate formal counselling for student and/or student's family;
- Assist with communication to parent/legal guardian for minors (under 18 students)
- Adjust student records to reflect changes to a student's status where applicable.
- Liaise with Department of Home Affairs, if required.

Appendix 1: SEVERITY LEVELS

LEVEL OF RISK:	RESPONDENTS:	EXAMPLES:	Additional Notification
High Emergency Requiring Escalation	Critical Incident Management Team	<ul style="list-style-type: none"> ○ Death, suicide or life-threatening injury. ○ Deprivation of liberty, threats of violence, assault, sexual assault, aggravated burglary, use of firearms and use of biological or chemical weapons. ○ Fire, bomb, explosion, gas/chemical hazards and/or discharge of firearms. ○ Threat of widespread infection or contamination. 	Navitas CEO; EGM UPA; WHS Business Partner; Head Corp Communications; Group Internal Audit & Risk Manager.
Multi Medium/High Emergency Requiring Escalation	College Director & Principal; and Director/s.	<ul style="list-style-type: none"> ○ Severe Occupational Safety & Health (OSH) risk. ○ Serious injury incurred by staff/student. ○ Activity where evacuation is required. ○ Minor requires someone to act in “loco parentis” in place of parent/guardian after-hours. 	EGM UPA; WHS Business Partner; HR Business Manager.
Multiple Lows/Medium Emergency	Director/s; and Specialist Personnel (e.g.: OSH Rep; IT Officer; First Aid Officer)	<ul style="list-style-type: none"> ○ Occupational Safety & Health (OSH) risk. ○ Suspicious package left unattended. ○ IT System crashes. ○ Epileptic fit – Medical Centre open. 	College Director & Principal
Single Low Manager Internally	All Staff	<ul style="list-style-type: none"> ○ Minor injury. ○ Plumbing blockages. ○ Phone/Electrical/Computer failure. 	Line Manager

Appendix 2

Critical Incident Management Team: This team will convene as soon as possible to plan an immediate response, allocate responsibilities and determine ongoing strategies for SEVERE Critical Incidents.

Contact	Phone Number
College Director & Principal: Kerry Valentine	6266 1647 or 0482 188 794
Academic Director: Dr Julie Robertson	6266 1630
Student and Academic Services Manager: Eleonora Laslo	6266 1619 or 0431 757 950
Student Counsellor: Rubie Kauta	6266 1635 or 0434 813 562
Director Marketing and Admissions: Cecilia Sacoto-Patel	6266 1644 or 0482 767 665
Quality and Compliance Manager: Lea Marlow	6266 1621 or 0458 302 668
Curtin Safer Community Team	9266 4444

Occupational Safety & Health / Wardens / First Aid	
Health and Safety Representative:	Imran Khalid – 6266 1611 Triana Nguyen – 6266 1616
Mental Health First Aid Trained:	Student Counsellor, Rubie Kauta – 6266 1635 / 0434 813 562 Mojtaba Sanati – 6266 1632 Shahinda Alsayed – 6266 1626 Imran Khalid - 6266 1611
First Aid Trained:	Kerry Valentine – 0482 188 794 Elsamaul Elhebir – 6266 1612 Shahinda Alsayed – 6266 1626 Steve Holmes – 6266 1625 Ajay Karia – 6266 1624 Leah Marres Pagcaliwagan – 6266 1653 Triana Ngyuen – 6266 1616 Marilia Fernandes – 6266 1637 Imran Khalid – 6266 1611 Navid Memar – 6266 1615 Renuka Pathmasuntharam – 6266 1628
Curtin University Security	Call 9266 4444 or use the SafeZone app
Chief Warden, Curtin College Bldg 420	Eleonora Laslo – 0431 757 950 Triana Ngyuen – 6266 1616 (Deputy Chief Warden)
Floor Wardens – Level 3	Triana Nguyen – 9266 1616 Nancy Ma – 6266 1640
Floor Wardens – Level 4	Imran Khalid – 6266 1611 Lea Marlow – 6266 1621 Teaching Staff
Floor Wardens – Level 5	Elsamaul Elhebir – 6266 1612 Teaching Staff

24-hour Crisis / Emergency Services	
Agency	Contact
Life-threatening emergencies (Police/Fire/Ambulance)	Call on “0 000” from an internal phone Call 000 from an external or mobile phone
Curtin Safer Community Team:	Call 4444 from an internal phone Call 9266 4444 from an external or mobile phone or use the SafeZone app. If you feel unsafe, or experience or observe an incident or behaviour that concerns you contact the Safer Community Team.

	Safer Community team provide Security Escorts, Courtesy Rides, Mechanical Assistance)
Mental Health Emergency Response Line (WA):	1300 555 788 (all hours) https://www.mhc.wa.gov.au/getting-help/helplines/mental-health-response-line/
Sexual Assault Resource Centre (SARC):	Sexual Assault and/or Violence: 24 hour emergency Line: 6458 1828 or 1800 199 888 (free call from landlines) https://www.kemh.health.wa.gov.au/our-services/service-directory/sarc
Family Domestic Violence	24 hours/7 days a week 131 444 https://www.wa.gov.au/organisation/departments-of-justice/crisis-help-and-support
National Sexual Assault, Domestic Family Violence Counselling Service	1800REPSECT – 1800 737 742 Interpreter: 13 14 50 https://www.1800respect.org.au/ Offers confidential information, counselling and support service
Alcohol and Drug Support Line:	9442 5000 or 1800 198 024 (Regional WA) (24 hours) https://www.mhc.wa.gov.au/alcoholanddrugsupportline
Poisons Information Centre:	13 11 26 (all hours)
Sonder (International Students)	Free 24/7 specialist service for international students who have Allianz OSHC insurance. Download this Sonder App

Specialist Counselling Providers

Agency	Contact
Curtin College Student Counsellor	6266 1635, Building 420 (Level 3)
Allianz Global Assist (OSHC) – International Students	24/7 Emergency Helpline - 1800 814 781
Curtin Counselling Services:	9266 7850; Building 109
Curtin Multi-faith	https://www.curtin.edu.au/students/personal-support/faith/
Crisis Care Helpline - 24hr	13 11 14 or 1800 199 008
Lifeline 24 Hour Crisis/Suicide Line	131 114 or https://www.lifeline.org.au/
Beyond Blue	1300 224 636 or www.beyondblue.org.au
Samaritans - 24 Hour Crisis Line	135 247 or www.thesamaritans.org.au ; YouthLine: 1800 198 313
Youth Focus	6266 4333 or https://youthfocus.com.au
Multicultural Futures	https://multiculturalfutures.org.au/
Headspace National Youth Mental Health Foundation	https://headspace.org.au/

Medical & Health

Agency	Contact
Allianz Global Assist (OSHC): Refer Appendix 3 - Traumatic Event and Accident Management (TEAM)	https://www.allianzcare.com.au/en.html 24 Hour Emergency Helpline - 1800 814 781 General Enquiries 136 742 (Australia) or +61 7 3305 8841 (outside Australia)
Curtin University Medical Centre:	9266 7345; Building 109 Level 1. https://students.curtin.edu.au/personal-support/health/medical-centre/

	Doctor appointments - Monday to Friday 8.00am to 4.30pm
Department of Health WA:	https://healthywa.wa.gov.au/ HealthDirect Australia https://www.healthdirect.gov.au/ 24 hour health advice:1800 022 222
Navitas Employee Assistance Program (EAP) -Telus Health	https://navitas.sharepoint.com/sites/NavitasIntranet/WHS/Pages/EAP.aspx Phone: 1300 361 008
Sexual Health Quarters WA:	https://shq.org.au/ Sexual Health Helpline: 9227 6178 (9.30am to 3.30pm Weekdays) Offers confidential advice on sexual health matters, family planning, clinical services, education, contraception, pregnancy and sexually transmitted infections.

Emergency Housing, Food Finance	
Agency	Contact
Australian Homestay Network (AHN)	https://www.homestaynetwork.org ; 1300 024 628 https://www.perthhomestay.org/
Nacel Australasia:	www.nacel.com.au ; National Toll Free: 1300 735 732
Homeless Services and Housing Options (WA):	Entry Point – 1800 124 684 (9am-7pm weekdays). https://www.wa.gov.au/service/community-services/community-support/homelessness-services-and-housing-options Crisis Care 13 11 14 (for 24 hour crisis support)
Curtin University Accommodation	https://study.curtin.edu.au/curtin-life/campus-experience/accommodation/perth-on-campus/

Multicultural	
Agency	Contact
Translating & Interpreting Service (TIS):	Immediate phone interpreting (24 hours, every day of the year) Phone: 131 450 (within Australia) https://www.tisnational.gov.au/
Office of Multicultural Interests – Western Australia	https://www.omi.wa.gov.au/ Phone: 6552 7300 Communities and Networks: https://www.omi.wa.gov.au/communities-and-networks The site also offers information in relation to multicultural events in and around the Perth area.

Appendix 3

TEAM



Traumatic Event & Accident Management

Utilising our global medical assistance capabilities, Allianz Care Australia 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 Care Australia 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.

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
Jake Sullivan	QLD/NT	0438 698 801	jsullivan@allianz-assistance.com.au
Manny Delicano	VIC/TAS	0407 255 291	edelicano@allianz-assistance.com.au
Julia Kelly	WA	0402 894 749	jkelly@allianz-assistance.com.au
Kathy Matthews	SA	0421 098 862	kmatthews@allianz-assistance.com.au
Michael Nova	NSW/ACT	0435 224 314	mnova@allianz-assistance.com.au
National Contacts			
Name		Phone number	Email
Kevin Scheffe	National Sales Manager - Institutions	0408 447 824	kscheffe@allianz-assistance.com.au