

CRITICAL INCIDENT POLICY

Insight Academy Pty Ltd (Insight) has developed this Critical Incidents Policy (Policy). This policy is a significant part of our commitment to the wellbeing and health of everyone we interact while providing innovative education.

Purpose

In the event of a critical incident, Insight Academy recognises that appropriate processes and infrastructure must be in place to ensure the provision of all necessary support services.

This policy ensures that Insight Academy has:

- An effective approach to respond to critical incidents as they occur
- Appropriate support and counselling services available to those affected
- Appropriate training and information resources provided to staff
- A reporting process for incidents and near incidents

Anyone reading this document is advised to contact Insight for more detailed information or to clarify the purpose of this Policy.

What does this cover?

The reporting and addressing of critical incidents that happen in the Insight community. This includes reporting a 'near miss' event. This means when something could have been a critical incident but was avoided.

A critical incident is defined by the National Code as

'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'.

This can include a wide range of events in your life and world. The below includes examples across the spectrum of severity. This is not an exhaustive list but rather an example. Some of the factors that differentiate these events includes the scale, duration, and personal connection. For example, feeling sad once in a while is normal emotional range while feeling sad often in a 3-month period can be a sign of depression. It is important to speak with someone if unsure.

Not severe

Very severe

Types of incidents	Not a critical incident	Seek support	Critical incident	Very critical incident	Extremely critical incident
Social	You get annoyed by your sibling	Intense fight with your close friend	Housemate is always upset with you	Constant bullying Racist actions	Student is missing
Health	You have a hangover	You have food poisoning	You break a leg	Domestic violence Sexual assault	Assault on the way home
Economic	You missed a bill payment	Creditors are seeking legal action	Employer is not paying you correctly	Become homeless	National economic crisis
Emotional	You are feeling sad today	Your cat ran away	A pet dies	Serious family problems	Attempted suicide Family death Death
Technology	Can't connect to Wi-Fi	Phone broken	Laptop breaks	Car accident	

When

A person experiencing an incident is encouraged to contact the relevant person as soon as possible once the incident arises. The critical incident flow has more information on timelines related directly to the different actions that need to be taken.

Who is involved

At Insight there is a Critical Incident Team (CIT). Contact staff to find out who the current CIT leader is. They can be emailed at studentservices@insightacademy.edu.au. This team ensures compliance to this Policy and associated processes. They also are responsible for the review and improvement of this Policy and associated processes.

In addition to the CIT, all people involved in Insight are involved in this Policy. At times, anyone deemed suitable can be called upon to support the implementation of this Policy and associated processes. This may be due to their experience, their relation to an incident or the nature of emergency situations.

For further information

- See appendix A for details of the CIT responsibilities
- See appendix B for details of reporting, Duty of Care and disclosure requirements
- See appendix C for a list of contacts outside Insight who can provide emergency support
- See appendix D for a list of contacts outside Insight who can provide non-emergency support

How to address a Critical Incident

Incidents are not restricted to only those happening on the campus.

Off-campus Incidents

If the critical incident involves a student or staff member and is off-campus, the person receiving the information must immediately contact the PEO, or their delegate who will communicate other staff as appropriate. If responding to an incident, a person must respect the wishes of a student in line with disclosure and reporting guidelines (appendix B).

On-campus Incidents

If the incident is on campus Insight must act quickly and in line with the below procedures.

The PEO, or their delegate must also be contacted immediately when the incident involves death, serious injury or a threat to life or property.

There are two phases related to critical incidents. Phase 1 is when an incident happens. Phase 2 is the review process. Reports generated in phase 1 plus near miss reports inform reviews in phase 2 and phase 2 better prepares Insight for phase 1.

Note: If a death occurs see appendix E for processes specific to this.

Phase 1- an incident occurs

Starting in the first row and moving down as someone addresses a situation

Situation	Action	Response time	Resources	Reporting (after incident)	Note
Incident occurs	Assess situation risk Gather facts	Immediately	Simple assessment framework	Complete section 1, 2 and 3 (description of injury)	
IF threatening life of individual, staff, students or others	Call emergency services Perform First Aid if relevant Remove self and others from danger if possible	Immediately	Call 000 Stay calm State your emergency Follow prompts Once services arrive at the Institute they will determine if other resources such as required to assist.	Complete section Treatment Provided	Focus on immediate safety of other students and staff All threats need to be treated seriously See disclosure responsibilities
	Share information and resources	After threat is clear	How to access counselling Who they can go to if unhappy with response	Section 2 Reported to Speak with CIT and put information in an email	
	Arrange for comfort space	After information and resources are shared	Quiet room Water (nothing hot) Sweet biscuits or fruit Comfortable furniture	Complete section Treatment Provided	
	Treat arising incidents	Immediately	Start at top of this table		
IF not threatening life of individual, staff, students or others	Arrange meeting with student to privately discuss details	Immediately		Email student and <u>BCC</u> CIT leader	Read disclosure information
	Support person to reach out to appropriate resources	Within 1 hour		Complete section 1, 2 and 3 (description of injury)	
In either incident	Report to Critical Incident Team	Within 1 hour of meeting		Section 2 Reported to Speak with CIT and put information in an email	
	Write media statement	Within 1 hour of meeting		Speak with media team Put in an email CC CIT team leader Complete media statement	Determine need for this with the CIT
	Arrange counselling to all affected including self	Within 2 hours of meeting	Counselling hotline Counsellor with cultural experience	Incident report section further action recommended	

After incident	Contact relatives	Within 2 hours of incident	Contact information list	See further action	Only if disclosure is allowed
	Restore Insight to normal functions	Within 24 hours of incident		See further action	
	Meet for check in with people involved in incident	Within 2 weeks of incident Repeat as needed	Counselling R U OK framework	See further action	
	Celebrate handling situation in a staff meeting or other private forum as appropriate	Within 2 weeks of incident			It can feel odd to say celebrate an incident, but it is important to recognise the success in addressing this

Phase 2 feedback process

Situation	Action	Response Time	Resources	Reporting	Note
Report arrives in inbox	Check for completeness	Immediately		Emails are evidence of this step	
Report is incomplete	Return to sender with request for specific information	After checking, immediately		Emails are evidence of this step	
Report is complete	File it according to near-miss or incident	After checking, immediately	Incident Report Form	Complete and filed report	
End of month or after incident	Gather CIT to discuss information	Within 5 days of incident or end of month clearing		Email to all CIT with CEO cc'd	Send report and any other relevant information to CIT members 3 days before having meeting
CIT meeting	Develop proposed changes Decide on action plan Determine required resources	During CIT meeting	Meeting pro-forma Past proposals to leadership Past action plans Past monitoring plans and reports	Meeting minutes Proposal for leadership Action plan	
	Develop communication or training materials for relevant persons to know about changes Develop monitoring plan	In the 5 days after CIT meeting	Past communication plans Past monitoring plans	Communication plan Monitoring plan	This can be a very simple message for an internal meeting or something more complex
	Conduct any training or communications	In the 5 days after previous action	Past training session plans	Communication plan	
All persons are aware of changes	Monitor compliance to changes and impact of changes	Ongoing	Current change monitoring plan	Monitoring plan	
	Adjust plans from monitoring feedback	Part of CIT meetings	Meeting pro-forma Past proposals to leadership Past action plans Past monitoring plans and reports	Meeting minutes	This might not have to happen much
Celebrate renewed state of readiness	Acknowledge improvements made and the positive impact that has had	Part of CIT meetings	Meeting pro-forma	Meeting minutes	Can be included in larger internal gatherings too

Policy framework:

This policy has been developed in response to:
Educational Services for Overseas Students Act 2000 (ESOS Act)
National Code 2018

In particular, Under Standard 6 the registered provider must have a documented critical incident policy together with procedures that covers the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.

Some of the incidents you may face may be described in the following Australian Government legislation:

- Crimes Act 1914
- Sexual discrimination act 1984
- Disability Discrimination Act 2004
- Racial Discrimination Act 1975
- Duty of Care obligations
- Mandatory Reporting Obligations
- New Criminal Offences; and
- Ministerial Order No. 870- Child Safe Standards.

There are other Acts, Codes, Regulations and documents that discuss matters related to this policy.

Appendix A: Critical Incident Team

The Critical Incident Team (CIT) is a group of Insight staff responsible for all matters relating to this Policy and associated processes. This is to be done as an ongoing process alongside their other duties with regular meetings to collectively make decisions, recommendations and other actions. The Critical Incident Team is responsible for:

- Assessing risks and response actions
- Implementing and overseeing response processes
- Being the key point of contact between parties
- Conducting reviews

Assessing risk:

CIT will use near-miss and incident reports to inform regular inspections of Insight, Insight processes, and Insight staff to identify emerging and existing risks. This also includes maintaining a current awareness of wider contextual risks. The Insight community is welcome to contribute information to this risk assessment process.

Implementing and overseeing response processes:

CIT will follow existing plans to address incidents before or as they arise. They have sole discretion for deviance from these plans. Any deviation will need their express consent. Aligned with assessing risk, CIT are responsible for ensuring staff and others compliance with the processes.

During an incident they will be responsible for but not limited to:

- Creating, disseminating, and acting on the plan and its procedures
- A review of the plan
- Staff development and training
- Media management
- Reporting and recording of incident and action taken
- All aspects of the incident and its management will be recorded in relevant files

Key point of contact:

CIT is responsible for the timely and professional communication with the varied parties involved in an incident. The team have discretion to discharge these duties based on situations, people's skills, and the nature of an emergency. This includes their duty as:

- Liaison with emergency and other services
- Contact with students' relatives and other appropriate contacts
- Liaison with other external bodies, such as home stays, carers or foreign embassies
- Managing students and staff not directly involved in the incident

Conducting reviews:

CIT is responsible for conducting review processes and gathering required information. Changes to the policy and procedures, including updating resources, will be made as soon as practicable following the review and evaluation. CIT is responsible for training and managing Insight staff compliance as procedures change.

Appendix B: Disclosure requirements

As an adult (a person over 18 years old) in Victoria you have a lot of responsibilities under the law. One concerns how you handle information regarding abuse. If you have reasonable belief a minor (someone under 16) is experiencing abuse of any kind, this must be reported to police. It is a criminal offence under Victorian law to not report information regarding this.

Reasonable belief can be based on direct disclosure, indirect reporting, noticeable marks, changed behaviour or other things that lead you to strongly believe abuse has occurred. It is difficult to know what reasonable belief is. You can discuss matters with colleagues to get their opinion without breaching a person's privacy.

Abuse includes physical assault, rape, sexual misconduct and much more. This covers specifically abuse by an adult to a minor or in the presence of a minor. There are different legal provisions for abuse between minors. There are different legal provisions for abuse from a minor to an adult. Abuse between adults is covered in the Criminal Code. For example, under the Criminal Code, if one adult beats up another adult then they can be found guilty of assault depending on the situation.

Reporting to the police does not mean someone will definitely end up in jail. It also does not mean there will be problems for you if it turns out there are false or misleading allegations. It does mean you will have to let the person who has disclosed know that you will have to go to police. This can be quite difficult, and you are encouraged to seek appropriate colleague support to do this.

Appendix C: contacts outside Insight who can provide emergency support

Emergency Numbers and Contact Details

Police	000
Ambulance	000
Fire	000
Poison Info Line	131 126
Non-Emergency Health Advice	111

1. Dial 000 and identify the state / town you are calling from and the service you need
2. Remember to remain as calm as you can.
3. Speak clearly and give the details as requested

The following details are for additional emergency services, national and/or state-based.

Interpreting Services	131 450
ACPET	1800 657 644

Appendix D: list of contacts outside Insight who can provide non-emergency support

Federal Government Support Numbers

Department of Education and Training	03 9637 2000
DIBP General Enquiries	131 881
Australian Passport Information Service	131 232
Consular Emergency Centre	1300 555 135
Customs Hotline	1300 123 400
Human Rights and Equal Opportunity Complaints Hotline	1300 292 153
National Security Hotline	1800 123 400
National Training Complaints Hotline	1800 000 674
Privacy Enquiries Line	1300 363 992
Taxation - Personal Tax Info Line	132 865

Counselling and Support Services

Abortion Trauma and Crisis Pregnancy Help	1300 737 732
Aids Line	1800 133 392
AIDS Information	1800 889 887
Melbourne Health Services Information Line	1300 60 60 24
Cancer Helpline, Information and Support Service	13 11 20
Crisis Pregnancy	1800 882 436
Drug-Arm	1300 656 800
Eating Disorders Association Inc.	1300 550 236
Gambler's Help	1300 131 973
Lifeline	131 114
Statewide Sexual Assault Helpline	1800 806 292
Men's Telephone Counselling Service	1300 766 491
Women's Health Victoria-wide	03 9664 9300

Australian Rescue and Emergency Service

Australian Search and Rescue

Aviation Rescue	1800815257
Maritime Rescue	1800641792

State Emergency Service

132 500

<https://www.ses.vic.gov.au/who-we-are/contact>

Appendix E: Death

When an international student dies or other critical events involving students occur, Insight Academy of necessity, will take on many of the tasks which would normally be dealt with by the family of the victim were the incident to have occurred in the student's home country.

The Educational Services for Overseas Students Act 2000 (ESOS Act) requires Insight Academy to notify DET and Home Affairs as soon as practical after the incident and in the case of a student's death or other absence affecting the student's attendance, the incident will need to be reported via the Provider Registration and International Student Management System (PRISMS).

The Educational Services for Overseas Students Act 2000 (ESOS Act) requires Insight Academy to notify DET and DIBP as soon as practical after the incident and in the case of a student's death or other absence affecting the student's attendance, the incident will need to be reported via the Provider Registration and International Student Management System (PRISMS).

When an international student dies or sustains serious injury, Insight Academy may be required to assist the student's family.

This may include:

- Hiring interpreters
- Making arrangements for hospital/funeral/memorial service/repatriation
- Obtaining a death certificate
- Assisting with personal items and affairs including insurance issues
- Assisting with visa issues

In addition, the following need to be notified:

- Home stay or accommodation provider
- Library
- IT Services
- Utilities