

CRITICAL INCIDENT POLICY

OVERVIEW

NCCS has a duty of care for all students. This policy is followed by staff in dealing with any critical incidents in order to best manage and respond to the situation and adequately care for staff and students involved to ensure:

- Critical incidents are responded to as they occur;
- Appropriate support and counselling services are available to those affected
- Appropriate training and information resources provided to staff.

COMPLIANCE

Standard 6 of the National Code 2018:

- Student Support Services, Registered Providers must support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of the course.
- Appropriate support services are available to international students to ease the transition into life and study in Australia and allow access to appropriate assistance for the student as needed.
- 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.

RESPONSIBILITY

Staff responsible

The staff responsible for the management and communication of all Critical Incidents is the Student Services Manager.

In the event of an emergency where the Student Services Manager is not available the first available staff member is to respond accordingly and notify the Management Team and as a matter of urgency and high importance.

Student communication (responding to a critical incident)

A student may be either directly or indirectly involved in a Critical Incident and all staff should be familiar with the Critical Incident Management Policy and be ready to respond to students in the event of an incident.

Students are advised of NCCS's Critical Incident Policy in the Student Handbook and during the student orientation process, where students are informed about important information in the event of an incident, including Emergency Contact Information. The Student Handbook and the Critical Incident Policy are made available to students on the College's website

Staff communication (responding to a critical incident)

An NCCS staff member may directly, or indirectly be one of the first people notified of a Critical Incident.

- The appointed NCCS staff member is to be notified immediately of any critical incident.
- In the case on an emergency, emergency services must be contacted as a matter of urgency.
- Where the Student Services Manager is not available, the responding staff member is to refer to the “Critical Incident Management Flowchart” and provide initial response and escalate accordingly. The matter is then to be handed over to the nominated staff member.
- Any media enquiries are to be directed to the Principal. No staff members are to comment on the incident in any capacity.

DEFINITIONS

- Critical Incident - A Critical Incident is a traumatic event or a threat (within or outside Australia) which causes extreme stress, fear or injury.

Critical incidents include, but are not limited to:

- Missing students (extended absence/uncontactable)
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster
- Issues such as domestic violence, sexual assault, drug or alcohol abuse.

Non-life-threatening events may qualify as critical incidents and must be dealt with appropriately.

- Emergency - An Emergency is a situation that poses an immediate risk (and/or a situation that has already caused effect and/or has the potential to cause effect) to health, life, property or environment.

Most emergencies require urgent attention and Emergency Services must be contacted (Police/Fire/Ambulance) on ‘000’ or ‘112’ (from a mobile) prior to initiating the Critical Incident Management Policy.

- First aid assistance - In the event that First Aid is required (and where the incident has not been deemed Critical and/or an Emergency), staff should contact Reception during business hours in the first instance where a First Aid kit is available.

In the event that First Aid is required (and where the incident has been deemed Critical and/or an Emergency), follow the Critical Incident Management Policy.

PROCEDURE

Whenever responding to a critical Incident, staff should always ensure that their own safety and the safety of others is not compromised in responding to an incident.

Initial staff response

Student Services Manager

- Assess the situation and consider any risks to your own safety and the safety of others.

- Provided there is no threat to personal safety, take steps to minimise further damage or injury which may involve the assistance of willing bystanders.
- Notify the Student Services Manager and/or the Emergency Services (if appropriate)
 - Make sure you speak with the relevant person/s directly - do not leave voice messages, text messages, and/or emails.
- Assist the Student Services Manager to complete a “*Critical Incident Form*”

If the Student Services Manager is unavailable:

- Assist relevant person/s in an appropriate capacity with the Critical Incident
- Report the critical incident to the Principal as soon as practicable
- Complete a “*Critical Incident Form*” outlining details of the incident.

Critical Incident Management

Once a Critical Incident is reported (or handed over) to the Student Services Manager they will then assume the responsibility for reassessing the incident and manage any matters requiring immediate action.

- Contacting other staff and/or emergency service providers;
- Establishing clear lines of communication with relevant persons;
- Informing the Principal

Student Services Manager

1. Prepare a “*Critical Incident Form*” outlining details of the incident.
2. Review the incident, set priorities, allocate tasks/responsibilities and coordinate an immediate response including communications (to staff, students, and stakeholders of those involved in the incident).
3. Ensure planned follow-up activities are conducted accordingly
4. Completed “*Critical Incident Form*” is submitted to the Principal.

ASSOCIATED PROCEDURES

Campus Evacuation

In the event of a fire, gas leak, bomb threat, building damage, and/or other hazard, the incident must be reported immediately to the nominated staff member.

1. Ensure individuals are removed from the area
2. Assess the severity of the incident to determine whether Emergency Services (Police/Ambulance/Fire) are to be notified, and whether to evacuate the campus
3. If an evacuation is ordered (whoop, whoop, whoop sound), all occupants are to exit the building using the fire stairs (next to the lobby) and make their way toward the meeting point on the corner of Barlow and Pitt Streets.
4. Students are to stay with their class and trainer to ensure all occupants have evacuated the building.
5. Nominated staff member will be available to liaise with Emergency Services upon their arrival to assist as requested;

6. No one is to re-enter the campus until approved to do so by the Emergency Services and/or the nominated staff member

Fire

The building has an Emergency Warning System (EWS) Panel which is activated by the Fire Indicator Panel should a Smoke Detector or Sprinkler head activate. The Fire Indicator Panel (Located on the ground floor near the lifts and further toilets) indicates which detector or sprinkler has been activated.

If a staff member or student notices a fire and/or smoke they should:

1. Assess whether or not the matter requires urgent intervention.
2. Alert the Fire Warden.
3. If Emergency Services (Fire) should be called immediately as well as a member of the Critical Incident Management Team:

The caller should provide:

- Location
 - Nature of emergency
 - Their name
4. The Fire Warden or Student Services Manager to meet the Emergency Services where possible.
The Student Services Manager or Management will initiate assistance as required and await response from Emergency Services, and determine whether a campus evacuation should be initiated;
 5. If an evacuation is ordered, and/or the evacuation alert sounds (whoop, whoop, whoop), all staff should assist the evacuation of the campus in an orderly manner using both the west/east side fire exists and proceed to the assembly area designated to await further instructions;
 6. The Fire Warden or Student Services Manager will be available to liaise with Emergency Services upon their arrival to assist as requested;
 7. No one is to re-enter the campus until approved to do so by the Emergency Services and/or the Critical Incident Management Team.

Bomb Threat

If a staff member or student receives a threat notice they should:

1. If receiving the threat by phone call, collect as much information about the threat as possibly including
 - a. Keep the caller on the phone as long as possible and record the caller's comments word by word;
 - b. Listen carefully for background noises, speech mannerisms, accent, etc. Which might give a clue to the age, sex and location of the caller;
 - c. Try to ascertain the whereabouts, timing, and type of threat.
2. Immediately report the threat to the Student Services Manager or Management, including the information above
3. The Critical Incident Management Team member will assess the severity of the incident to determine whether or not Emergency Services (Police/Ambulance/Fire) should be notified, and whether a campus evacuation should be initiated;

4. If an evacuation is ordered, and/or the evacuation alert sound (whoop, whoop, whoop), all staff should assist the evacuation of the campus in an orderly manner using both the west/east side fire exits and proceed to the assembly area designated to await further instructions;
5. All staff, students, and visitors should be advised to take all personal belongings but not to touch anything that does not belong to them;
6. The Critical Incident Management Team member will be available to liaise with Emergency Services upon their arrival to assist as requested;
7. No one is to re-enter the campus until approved to do so by the Emergency Services and/or the Critical Incident Management Team.

Intruder

If a staff member or student notices an intruder or someone acting suspiciously, they should:

1. Establish whether the person is an intruder via direct communication with the person (If you feel comfortable to do so)
2. Request the visitor to sign the Visitor Log Book
3. If you are unsatisfied with the reasons provided, the person becomes defensive or the person is behaving in an untoward manner, immediately report the intruder to the Student Services Manager or Management.
 - Include the intruder's whereabouts, clothing, activities, and whether there is any potential direct threat to persons and/or property.
4. The Student Services Manager or Management will assess the severity of the incident to determine whether or not Emergency Services (Police) should be notified, and how/if the intruder should be removed from the campus.

Personal Safety issues

Individuals must take precautionary measures for their own health and wellbeing. Personal safety issues may include muggings, theft, sexual harassment, sexual assault, assault, and/or threats, domestic violence, drug or alcohol abuse, natural disaster, etc,

If a staff member or student notices an individual with a personal safety issue, they should:

1. Assess whether or not the matter requires urgent intervention.
2. If Emergency Services is required (Police and/or the Ambulance), contact immediately as well as the Student Services Manager or Management
3. The Critical Incident Management Team will initiate assistance as required and await response from Emergency Services
4. Whilst waiting for the arrival of Emergency Services, staff should take initial care of a person
5. Depending on the nature of the personal safety issue, further support and counselling may need to be applied (See Item 1: *"Important services contact information"* below).

Missing Persons

An individual may intentionally or unintentionally become un-contactable prompting questions on their whereabouts from family, friends, and associates close to them.

If a staff member or student identifies an individual as missing or lost, they should notify the Student Services Manager straight away.

The Student Services Manager will:

1. Determine that the individual is indeed missing or lost;
 - Attempt to contact the student via phone, email and SMS
 - Contact the student's agent
 - Contact the student's Emergency contact person
 - Determine whether the student is onshore or offshore (confirmation via VEVO database)
2. Compile as much information as possible about the individual (name, possible location, physical description, when they were last seen, any friends or other contact persons who may be able to verify, etc);
3. Notify the Principal (with this information) who will then make a decision on contacting the Police
4. The Student Services Manager should then take steps to contact the police, if required

Death

The death of an individual is always distressing for family, friends, and those associated. This can be further compounded if the death occurs in a foreign country which can involve complications such as organising the funeral, repatriation, and other administrative arrangements and formalities.

If a staff member or student identifies an individual as deceased, they should:

1. Determine that the individual is indeed deceased
2. If the person is present on the College premises emergency medical treatment should be rendered and emergency services called immediately:
 - The area should be made secure to reduce disturbance to the scene, and to reduce possible contact of the deceased with other individuals;
 - The Student Services Manager will await and assist Emergency Services;
3. If already notified, the Student Services Manager will contact the individual's family (or next of kin), and work with relevant Government and private officials;
4. The Principal will release communications to staff, and students of the College and advise them of counselling and support services available

ITEM 1: IMPORTANT SERVICES CONTACT INFORMATION

Emergency Services	Contact Number
Emergency Services (Police/Fire/Ambulance)	000 (or 112 from a mobile)
National Security Hotline www.nationalsecurity.gov.au	1800 123 400
NSW Police Assistance Line www.police.nsw.gov.au	13 14 44
Police - City Central (192 Day St, Sydney NSW 2000)	(02) 9265 6499
Police - Redfern (1 Lawson St, Redfern NSW 2016)	(02) 8303 5199
State Emergency Services www.ses.nsw.gov.au	132 500
Australian Gas Networks (Leaking Gas) – 1800 GAS LEAK	1800 427 532
Property Services	
Energy Australia www.energyaustralia.com.au	133 466
Sydney Water www.sydneywater.com.au	132 090
Link2home www.yfoundations.org.au/need-help/yconnect	1800 152 152
Health Services	
Abortion & Grief Counselling Helpline www.abortiongrief.asn.au	1300 363 550
Alcohol and Drug Information Service www.yourroom.com.au	(02) 9361 8000
Alcoholics Anonymous Helpline www.aa.org.au	1300 222 222
BeyondBlue - Free counselling service (Chat Online, Email, Forum) https://www.beyondblue.org.au/get-support/get-immediate-support :	1300 22 4636
Domestic Violence and Sexual Assault Helpline www.1800respect.org.au	1300 737 732
Headspace https://headspace.org.au/	1800 650 890
Health Direct (24hr Health Advice line) www.healthdirect.gov.au	1800 022 222
Hospital – Prince of Wales Hospital Barker St, Randwick NSW 2031	(02) 9382 2222
Hospital – Royal North Shore Hospital Reserve Rd, St Leonards NSW 2065	(02) 9926 7111
Hospital – St Vincent’s Hospital 390 Victoria St, Darlinghurst NSW 2010	(02) 8382 1111
Hospital – Sydney Hospital 8 Macquarie St, Sydney NSW 2000	(02) 9382 7111
Lifeline - Free counselling service www.lifeline.org.au	13 11 14
Medical Centre – Haymarket Medical Centre and Dental Clinic 5/650 George St, Sydney NSW 2000	(02) 9283 2808
Medical Centre – Hyde Park Medical Centre 175 Liverpool St, Sydney NSW 2000	(02) 9283 1234
Medical Centre – Sydney Central Medical Centre - CLOSEST MEDICAL CENTRE TO NCCS 306/451 Pitt St, Haymarket NSW 2000	(02) 9212 3953
Medical Centre – Sydney Medical Centre	(02) 9261 9200

580 George St, Sydney NSW 2000	
Medical Centre – World Square CBD Medical Centre Shop 9.09c, 644 George Street, Sydney NSW 2000	(02) 9777 0024
Mental Health Line	1800 011 511
Men's Health Line https://mensline.org.au/	1300 78 99 78
National Home Doctor Service www.homedoctor.com.au	13 SICK (13 74 25)
NSW Government Health Advice www.health.nsw.gov.au	(02) 9391 9000
NSW Government International Student Welfare Services HUB https://www.study.sydney/student-welfare/mental-health-and-wellbeing	
NSW Rape Crisis http://www.nswrapecrisis.com.au/	1800 424 017
Poisons Information Centre	131 126
Rape Crisis Centre NSW www.nswrapecrisis.com.au	1800 424 017
Reach Out https://au.reachout.com	
Relationships Australia www.relationships.org.au	1300 364 277
Suicide Call Back Service www.suicidecallbackservice.org.au	1300 659 467
Language Literacy and Numeracy	
Reading Writing Hotline https://www.readingwritinghotline.edu.au/	1300 6 555 06
Australian Literacy Educators' Association https://www.alea.edu.au/	(02) 9362 3388
Adult Learning Australia https://ala.asn.au/	(02) 9689 8623
Other Services	
Anti-Discrimination Board of NSW www.antidiscrimination.justice.nsw.gov.au	(02) 9268 5544
Fairwork Australia www.fairwork.gov.au	13 13 94
Gambling Help NSW www.gamblinghelp.nsw.gov.au	1800 858 858
Immigration www.homeaffairs.gov.au	131 881
LawAccess NSW (Free Legal Advice) www.lawaccess.nsw.gov.au	1300 888 529
Multicultural NSW (Interpreting and Translation Services) www.multicultural.nsw.gov.au	(02) 8255 6767
National Relay Service www.relayservice.gov.au	133 677 (Teletypewriter) 1300 555 727 (Speak & Listen phones) 0423 677 767 (SMS Relay)
NSW Office of Fair Trading www.fairtrading.nsw.gov.au	13 32 20
Redfern Legal Centre (Free Legal Advice) 73 Pitt St, Redfern NSW 2016 https://rlc.org.au/	(02) 9698 7277
Service NSW (Drivers licenses, Car registration, Working with Children checks) www.service.nsw.gov.au (Centre Locator on website)	13 77 88
Translating and Interpreting Service (24 hours per day, 7 days) www.tisnational.gov.au/	131 450

ITEM 2: CRITICAL INCIDENT RECOVERY TIMELINE

The successful management and recovery from a Critical Incident depends on all staff involved and/or aware of the incident taking appropriate action and providing support during and after the incident. Though no two Critical Incidents are the same, below is a general guideline

Immediately (and within 24 hours)

- Ensure the safety and welfare of staff and students and arrange for first-aid if necessary;
- Where possible notify the time and place of the debriefing to all relevant persons;
- Set up a recovery room;
- Gather the facts relating to the incident including persons/witnesses involved;
- Keep staff, students, and/or parents informed.

Within 48-72 hours

- Arrange counselling as needed;
- Provide opportunities for staff and/or students to talk about the incident;
- Provide support to staff and helpers;
- Restore normal functioning as soon as possible;
- Keep parents informed.

Within the first month

- Arrange a memorial service, if appropriate;
- Encourage parents to participate in meeting to discuss students' welfare;
- Identify behavioural changes and the possibility of posttraumatic stress disorder and refer to Health Contacts for Mental Health Services;
- Monitor progress of hospitalised staff or students;
- Monitor mental and physical health of all helpers;
- Debrief all relevant persons.

In the longer term

- Monitor staff and students for signs of delayed stress and the onset of posttraumatic stress disorder – refer for specialised treatment;
- Provide support if needed;
- Plan for and be sensitive to anniversaries, inquests and legal proceedings;
- Access specialist support if needed.

ASSOCIATED DOCUMENTS AND FORMS

- *Critical Incident Form*

DOCUMENT CHANGES AND MODIFICATIONS

Date	Summary of changes	Approved by
18/11/2020	Updated template and formatting and emergency contact details	Nicky
26/08/2022	Update contact details and staff roles	Samantha
13/12/2024	Updated fire incident procedure	Catherine

