

Critical Incident Procedure

Document Name	Critical Incident Procedure		
Approved by	PEO or delegate	Date	29/05/2019
Responsible Officer	General Manager Student Services Manager		
This procedure applies to	ECA College (RTO Code 45012; CRICOS Provider Code 02644C) Australasian College of Care Leadership and Management (RTO Code 40829, CRICOS Provider Code 03637E) ECA Graduate Institute (RTO Code 91423, CRICOS Provider Code 03865D)		
Related Documents	Student Handbook Critical Incident policy and Critical Incident form		
References and Legislation	National Code of Practice for Providers of Education and Training to Overseas Students 2018 Standard 6		
Version	Change description	Approved	Effective Date
v19.0	Updated for new logo and alignment with ECA Group.	PEO	1/06/19
v19.1	Review and update	PEO	13/11/19
v20.0	Inclusion of students reporting of critical incident in line with Student Handbook	PEO	5/03/2020
v21.0	Update CRICOS code	PEO	18/05/21

1. Purpose

ECA Group's Critical Incident Procedure supports the National Code of Practise for Providers of Education & Training to Overseas Students 2018, Standard 6.

2. Scope

This procedure applies to international and domestic student (potential or actual) who are enrolled in Education Centre of Australia Pty Ltd (ECA Group) educational institutions including ECA Graduate Institute (EGI), ECA College (ECAC) and Australasian College of Care Leadership and Management (ACCLM).

3. Definitions

Item	Definition
Critical incident	A traumatic event, or the threat of such, within or outside Australia which causes extreme stress, fear or injury.
Death	Accidental, suicide, or death as a result of injury or terminal illness, or murder.
Designated person	Any College staff member who either witnesses or is informed about an actual or potential incident.
Serious Illness	Illness, which causes the deterioration of the student/staff member's health over time
Serious Injury	Illness, which prevents or severely affects the student's ability to continue with or complete their course.
Traumatic Event	A traumatic event is not limited to, but could include:

	missing students; any fatality or serious injury; a serious traffic collision; murder or suicide; physical/sexual assault or domestic violence; severe verbal or psychological aggression; fire; explosion or bomb threat; a hold up or attempted robbery; serious threats of violence, and storms or natural disasters; or drug or alcohol abuse.
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4. Procedure

- 4.1. Students can report a critical incident directly to Student Services staff or by phoning 0408 868 897. Please state: "I have to report a critical incident".
- 4.2. In the event of any Critical Incident, the ECA Group's Management and staff will respond with the following procedures:

5. Roles and Responsibilities

- 5.1. The Student Services Manager should be advised as soon as possible following the news or observation of any Critical Incident Event affecting or likely to affect the safety or welfare of the ECA Group's enrolled international and domestic students.
- 5.2. In the event of a Critical Incident Event, the Student Services Manager (or ECA Group General Manager) will;
 - Assess the level of risk and type of Critical Incident and the required resource implications.
 - Apply the appropriate intervention measures to the level of risk and type of critical incident.
 - Report any relevant resource implications directly to the ECA Group's Management or the ECA Group General Manager.

6. Intervention Measures

- 6.1. In identifying a Critical Incident Event, the Student Services Manager will determine the level of risk or type of Critical Incident and apply one or more of the following intervention measures.

7. Prevention Measure

- 7.1. Where a potential Critical Incident can be avoided through risk identification and a report to the ECA Group's Management, the Student Services Manager will:
 - Identify the risk potential, including the verification of any potential source of danger or threat to student welfare.
 - Establish the OHS, legal parameters and duty of care implications carried by the ECA Group.
 - Identify students who may be at risk.
 - Report any potential avoidance actions that may be implemented by the ECA Group Management.

8. Critical Incident Response Measure

- 8.1. Where an actual Critical incident is about to occur or has occurred, the ECA Group's Management and Staff will:
 - Take avoidance action to ensure the safety and welfare of students when enrolled students may be at risk of physical harm. This may include requesting the attendance of security staff or a building evacuation. ECA Group has developed emergency response staff protocols such as fire wardens and first aid officers for each campus and for each floor as appropriate.
 - Determine if any emergency service is required and where necessary take immediate action to request the attendance of such a service (police or ambulance services).
 - Where a student has experienced a physical injury, the ECA Group staff will:
 - Assess the level of injury.
 - Remove the student(s) from immediate danger.
 - Evacuate other students from the accident site.
 - In the case of low level injury, request the assistance of the ECA Group staff with current First Aid qualifications to apply First Aid, with the additional potential for the student's transport to the Local Medical Centre.

- In the case of high level injury, take immediate action to gain the attendance of an ambulance service and request the attendance of the ECA Group staff with current First Aid Qualifications.
- Make direct contact with the Student Services Manager (or in their absence the ECA Group General Manager) and advise the type of critical incident and actions taken so far in the critical incident event.
- Ensure affected students are provided with immediate care and support in the case of any distressing or traumatic experience.
- Where possible and appropriate, take immediate action to gain the presence of qualified counsellors who may assist in the support of distressed or traumatised students.
- Counselling support services are available through the ECA Group Student Services or through external services. Referral to an external service is at no cost to the student.
- ECA Group uses Converge to provide external counselling services to students enrolled in an ECA Group College. Converge provides short-term confidential counselling support through qualified and experienced counsellors.
- Students are advised about our external counselling services via the student handbook and other public places on campus and online.

9. Post Incident measures

9.1. Where a Critical Incident has occurred, the Student Support Manager will within 5 days, ensure that the following steps are taken in completing a written report to the ECA Group Management:

- Request a written report from staff who were directly involved in the incident or present when it occurred.
- identify and interview students whom may have been involved or present during the Critical Incident.
- Identify any emergency service contacts utilised during the Critical Incident.
- List pastoral or external support personal that were involved during the Critical Incident.
- Provide a detailed summary of the Critical Incident to the ECA Group Management.
- Management Review of the Critical Incident report is conducted.
- Following the receipt of a Critical Incident report, the PEO and the ECA Group's Management staff will ensure that the report is reviewed at the next management meeting and improvement items documented and filed for additional review within the Annual Internal Audit.