



Critical Incident Policy and Procedure

V1.7 October 2022

1. Policy Objectives

The Critical Incident Policy and Procedure is designed to ensure that the interests of all La Trobe College Australia's (LTCA) students and staff are managed appropriately in the event of a critical incident.

2. Distribution of this Policy

This policy and procedure is widely circulated to College staff (initially as part of the induction of new staff), La Trobe University Security Personnel (for the Melbourne Campus) and Navitas Security Personnel (for the Sydney Campus) at least once per year, so that when a staff member becomes aware of a critical incident, they can alert the necessary person(s) immediately. This will ensure that each case is managed effectively and compassionately. Students will be made aware of this policy during Orientation. Additional Critical Incident Procedures are held and managed by the Student and Academic Services Team at the College. Relevant escalation stages are followed in conjunction with this policy.

3. Scope

This policy applies to all visitors, staff and students of La Trobe College Australia's Melbourne and Sydney campuses, both on or off-campus. It also applies to events or business activities conducted outside of Australia.

Where La Trobe College Australia staff witness an event that may be considered a critical incident, the policy and procedures should be followed.

La Trobe College Australia is located on the campus of La Trobe University and College students are usually on a pathway to La Trobe University. Thus, this policy should be applied in conjunction with the La Trobe University Critical Management Policy and the La Trobe International Procedural Guide to Critical Incidents Involving Students.

4. Definitions

A critical incident is a sudden, unexpected and traumatic event outside the normal range of experience of the individual or community affected but having the potential to cause death, injury, severe emotional stress or distress, destruction, loss of property, shut down or disruption of business operations. A critical incident may occur on or off-campus.

Critical Incident	These are incidents relating to but not limited to: <ul style="list-style-type: none">• Fire, explosion, gas leak• Chemical, radiation or bio-hazard spillage• Incidents involving siege, hostage, firearms, weapons or bombs• Serious accidents• Natural disaster• Outbreak of disease• Pandemic• Death, serious injury or any threat of these• Missing students• Natural or man-made disasters• Socio-political disruption• Social issues such as domestic violence, sexual assault, drug or alcohol abuse• Incidents involving mental illness; and• Severe verbal or psychological aggression
DHA	Department of Home Affairs, which is the Australian government agency responsible for multicultural affairs, immigration and border-related functions and agencies. The Department of Home Affairs is responsible for issuing Student Visas.

LTU	La Trobe University
PRISMS	Provider Registration and International Students Management System
CIMT	Critical Incident Management Team
LTCA	La Trobe College Australia – Melbourne and Sydney Campuses

Designated Officer: any La Trobe College Australia staff member who is either a witness to, or first to be informed about an actual or potential critical incident. The Designated Officer is to assume responsibility for alerting the College Director & Principal (Melbourne), Campus Director (Sydney) or another member of the CIMT. The Designated Officer may need to assume temporary control of a critical incident site and assign duties to available persons (such as calling emergency services, LTU security (Melbourne) Navitas Security (Sydney) alerting other staff, assisting with first aid, crowd control etc.)

CIMT: The Critical Incident Management Team will be responsible for the formulation, implementation and management of the critical incident response and resource allocation. The CIMT will maintain relationships and liaise with other appropriate external organisations including La Trobe University. The CIMT will consist of, but will not be limited to, the following staff members:

LTCA Melbourne Campus:

College Director/Principal
 Academic Director (FSDP)
 Director of Marketing and Admissions
 Student Counsellor / Manager, Student and Academic Services
 Quality and Compliance Manager

LTCA Sydney Campus:

Campus Director
 Academic Manager X 2
 Student and Academic Services Manager
 Student Counsellor

La Trobe University:

The Critical Incident focal point for the University lies with:
 Pro-Vice Chancellor International
 Director International Partnerships and Services
 Senior Manager Campus Operations

5. Critical Incident Procedure

Whilst every critical incident is unique, it will be dealt with according to the circumstances and the cohort of people affected. In the first instance, and if appropriate to the circumstances, the response to most critical incidents will be the notification of Emergency Services followed by LTU/Navitas Security. There may be situations where Security is notified first, and they will contact the relevant emergency service. Notification should include the type of incident, the exact location and details of any person or persons who might be injured, in distress, or at risk.

- 5.1 The Designated Officer (see definition) is to assess the situation and consider any risks to their own or others' safety. If there is a threat to anyone's safety or the safety of students and other staff around, they are to be alerted and removed to a safe location.
- 5.2 Each situation is different. If the situation is life-threatening, 000 is rung first, LTU Security (Melbourne) or Navitas Security (Sydney) second and Reception third. If the situation is not life-threatening, the Designated Officer's own judgement is to be used. The Designated Officer or other staff member is sent to Reception and/or LTU Security (Melbourne) or Navitas Security (Sydney) is called. Security will decide whether to contact the relevant emergency services.
- 5.3 Where the Designated Officer considers a critical incident to be apparent or likely, they must alert the College Director/Campus Director. If the College Director/Campus Director is not available, then another member of the LTCA Critical Incident Management Team (CIMT) should be contacted immediately.

- 5.4 After alerting the relevant person/s and provided there is no threat to personal safety in doing so, the Designated Officer is to assess the practical needs to stabilise the immediate environment.
- 5.5 The immediate response to any critical incident will be the assessment, planning and the rapid implementation of intervention needs. When notified by the Designated Officer, the College Director/Campus Director or another member of the CIMT is to assume responsibility for re-assessing the incident and for convening a meeting of the CIMT if deemed necessary where the task would be to:
- Develop a profile of the incident. What has happened? Who has been affected by the incident? How might it have affected them?
 - Decide on the range of supportive actions which can be offered to students and/or staff members affected by the incident – this may include :
 - i. Notification of counselling services (within first few hours)
 - ii. Establishment of a quiet area for the use of victims and/or their families. This area will be protected from intrusion by anyone not immediately involved in the incident.
 - Evaluate which individuals/organisations need to be involved and what their potential roles might be
 - Re-establish a sense of personal control, by considering linking students to parents/care givers and significant others
 - Decide: When, how and what to communicate to parents, staff and students regarding the incident. This may include:
 - i. Briefing staff and establishing a central information point to provide up-to-the-minute, accurate information to staff, students, and families
 - Advise the Navitas CEO, CEO, University Partnerships Australasia and the La Trobe University Pro Vice Chancellor –International of the incident, if relevant

Direct all enquiries from the media to the Corporate Communications Team (mediaandcomms@navitas.com).

- Assessment will be ongoing until the incident is resolved.

6 Students Under 18 years of Age

- 6.1 In the absence of a parent, a legal guardian or a suitable relative LTCA assumes full responsibility for the accommodation, support and general welfare arrangements of students under the age of 18.
- 6.2 On systematically identifying a student under 18 years of age, in their class, teaching staff have the duty to ensure that these students remain safe in the classroom, and in the case of an emergency, in the building and in the assembly area.
- 6.3 If an under 18 student is absent for one (1) day the teacher informs the LTCA Student Counsellor who attempts to contact the student. Where the student is unable to be contacted, the Critical Incident policy and procedure will be implemented and relevant emergency services such as the Police Department and next of kin will be contacted.
- 6.4 Similarly, where LTCA becomes aware that an under 18 student has been involved in any incident or allegation involving actual or alleged sexual, physical or other abuse, the Critical Incident policy and procedure is activated.

- 6.5 If the situation necessitates that the student be removed from their usual place of living, LTCA will place the student in emergency on-campus accommodation.

7 Evacuation

- 7.1 The campus is equipped with alarms which will be used to warn people in an emergency. The alarm will be raised by the Chief Warden or delegate. Upon hearing the evacuation alarm, staff and students are asked to be aware that there is a real or potential emergency in the building. Upon hearing the alarm or upon being instructed to evacuate, staff and students should obey any directions given by fire wardens and assemble at the nominated emergency evacuation point. LTCA's evacuation point in Melbourne is the Simpson Lawn. LTCA's evacuation point in Sydney is Hyde Park opposite Telstra House. Staff and students are made aware of the location of these assembly points during fire and evacuation drills.
- 7.2 Students under the age of 18 must be supervised by a teacher.
- 7.3 At all times, staff and students are required to follow instructions from emergency services personnel (police, fire brigade, ambulance).

8 Post Incident Management

- 8.1 The CIMT will convene within 48 hours following a critical incident to determine what follow-up procedures must be implemented in the areas of counselling, information dissemination, debriefing and the continued allocation of personnel. Post incident management responses may include:
- a. Dissemination of information to all staff, students and their families and La Trobe University of the incident in cases where the incident is of concern to the University and establishing post-incident communications and processes.
 - b. Monitoring the need for counselling and maintaining contact with staff and students who are likely to need ongoing support
 - c. Psychological debriefing of students and staff after the incident (except if legal processes contra-indicate)
 - d. Notifying embassies and consulates
 - e. Training workshops in stress management and coping strategies
 - f. Liaising with the families of affected students. If necessary, interpreters will be appointed
 - g. Arrangements for visits from family, including accommodation travel and expenses
 - h. Liaising with police, hospital and other medical staff
 - i. Funeral, memorial or repatriation service arrangements
 - j. Death notices
 - k. Administrative/enrolment matters including fee refunds
 - l. Report a *Student Course Variation* on PRISMS to cancel student's CoE
 - m. Assisting students with access to legal services
 - n. Personal items and affairs (household and academic) of students
 - o. Monitoring reactions within the campus, including significant dates and anniversaries

- p. Encouraging teaching and administrative staff to continue to be alert in recognising post traumatic reactions
- q. Allowing opportunity for the campus community to continue to talk about the incident and their reactions and offering support where needed
- r. Disseminating regular and up to date information via email to the campus community
- s. Monitoring media coverage as this may continue to cause distress to staff and students

9 Review

- 9.1 Once a critical incident is resolved, the CIMT will evaluate the critical incident response which will form the basis of subsequent and improved responses.

Staff and students will be encouraged to provide their thoughts and experiences in order to assist in the review process.

10 Keeping Accurate Records

- 10.1 Records of all critical incidents will be kept electronically.
- 10.2 One member of the Critical Incident Management Team should scribe for all meetings to keep records of content and decisions. Record all critical incidents as soon as practical via the Critical Incident Register maintained by the College within its internal server drives. Access to this folder will be held by members of the CIMT.

Careful records should be kept throughout the response period and documented on the Incident Reporting system. The records should include:

- Detailed documentation about each step taken in the response process
- Records of significant interactions that occur
- Contact details for significant people in the process

In the case of students, the College Director/Campus Director or delegate will record the event and what actions were undertaken and by whom; and all relevant information will be stored electronically on the student's electronic file. Where relevant, the information will also be notified via PRISMS as above.

- 10.3 In the case of staff, records of critical incidents will be kept under the guidelines of the Victorian OH&S Act 2004 and from 1 January 2012 under the Work Health and Safety Act. All critical incidents will be reported to the La Trobe College Australia Health and Safety Consultative Committee. Staff are informed of the Critical Incident Policy and Procedure and the Occupational Health and Safety Consultative Committee during induction and regularly reminded of these via email. An electronic copy of the policy is available to the staff via the La Trobe College Australia website and Intranet.

11 Staff Roles and Responsibilities

11.1 Coordinating Team:

- Attend meetings
- Collect factual information on critical incident
- Provide support for College staff, students and parents
- Monitor and supervise follow up action
- Coordinate debriefing and closure activities
- Contact Emergency Agencies/Parents (as required)
- Inform staff of response plan/facts/roles
- Coordinate the dissemination of information (decide When/How/What)

- Coordinate any contact with Media, as per advice from Group Public Relations
- Prepare communication for College community

12 Privacy

In accordance with the Privacy Act 1988 and National Privacy Principles, individuals are entitled to and shall be granted the protection of their personal and private information. However, La Trobe College Australia will exercise its discretion and may disclose information in the following circumstances:

- 12.1 If La Trobe College Australia reasonably believes that the use or disclosure is necessary to lessen or prevent a serious and imminent threat to public safety or an individual's life, health or safety.
- 12.2 If La Trobe College Australia has reason to suspect that unlawful activity has been, is being or may be engaged in, and uses or discloses personal information as a necessary part of its investigation of the matter or in reporting its concerns to relevant persons or authorities; or the use or disclosure is required or authorised by or under the law.
- 12.3 For further information on privacy matters go to: www.latrobecollegeaustralia.edu.au/privacy

13 Support Services for Students

Students may not have close family available to offer support and La Trobe College Australia will offer assistance in these cases. A full-time Counsellor is available at La Trobe College Australia to assist with most emergencies. In the event that more specialised counseling is required, La Trobe University may be asked to assist by providing a range of counselling expertise to La Trobe College Australia students under agreement between the two providers.

14 Support Services for Staff

All staff have access to the Employee Assistance Program provided by Access EAP, on behalf of Navitas Ltd. This service is provided 24 hours per day, 7 days per week. Call 1800 81 87 28. Counselling services can be provided face to face, over the phone or online via Skype.

15 Key Positions and Contacts

For La Trobe College Australia Melbourne Campus:

La Trobe University Security Service - Telephone: (03) 9479 2222 (24 hour emergency number)

College Director/Principal LOPS - Mobile: 0420 962 453

Student Services Emergency Phone - Mobile: 0417 392 834

For La Trobe College Australia Sydney Campus:

Security Hyde Park Sydney - Telephone: (02) 9964 6113 (7.00am – 11.00pm)

Campus Director - Mobile: 0408 111 386

Appendix 1: Emergency and Support Services - Melbourne Campus

Appendix 2: Emergency and Support Services – Sydney Campus

Appendix 3: CIMT Contact Details

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Navitas Bundoora Pty Ltd trading as La Trobe College Australia ABN 92 143 736 789 TEQSA PRV12186 – Institute of Higher Education, CRICOS Code 03312D; La Trobe University TEQSA PRV12132 – Australian University, CRICOS Code 00115M

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Appendix 1 - Emergency and Support Services - Melbourne Campus

Emergency and Support Services: Melbourne Campus			
CATEGORY	CONTACT	TELEPHONE	INTERNET
<i>Internal</i>	LTU Campus Security	9479 2222	www.latrobe.edu.au/security
	La Trobe College Australia Reception	9479 2417	www.latrobecollegeaustralia.edu.au
<i>Emergency</i>	Police	000	www.police.vic.gov.au
	Ambulance	000	www.ambulance.vic.gov.au
	Fire	000	http://mfb.vic.gov.au/
	Missing Persons – Australian Federal Police	Local Police station and 1800 000 634	https://missingpersons.gov.au
	National Security Hotline	1800 123 400	www.nationalsecurity.gov.au
	State Emergency Service	132 500	www.ses.vic.gov.au
	Telstra Call Tracing Service	1800 007 097	www.telstra.com.au
<i>Essential Services</i>	Poisons Information	13 11 26	www.rch.org.au/poisons
	Gas Emergency	132 0771	www.esv.vic.gov.au/safety-education/emergencies/what-to-do-in-a-gas-emergency/
	Electricity Emergencies	13 12 80	www.esv.vic.gov.au/safety-education/emergencies/what-to-do-in-an-electrical-emergency/
	Water and Sewer Emergencies	8381 0300	www.southeastwater.com.au/
<i>Medical Services</i>	Austin Hospital 145 Studley Road	9456 5000	www.austin.org.au
	Alfred Hospital Commercial Road (corner St Kilda Road)	9276 2000	www.alfred.org.au

Emergency and Support Services: Melbourne Campus

CATEGORY	CONTACT	TELEPHONE	INTERNET
Medical Services	Box Hill Hospital Nelson Road Box Hill	9895 3333	www.easternhealth.org.au
	Epworth Eastern 1 Arnold Street Box Hill	8807 7100	www.epworth.org.au
	Nurse-On-Call <i>Telephone health line, providing immediate, expert health information and advice 24 hours a day, 7 days a week</i>	1300 60 60 24	www.health.vic.gov.au/nurseoncall
	Royal Melbourne Hospital Grattan Street, Parkville	9342 7000	www.rmh.mh.org.au
	Royal Women's Hospital 132 Grattan Street, Parkville	9344 2000	www.thewomens.org.au/
	St Vincent's Hospital 41 Victoria Parade,	9288 2211	www.svhm.org.au/
Medical Insurance for Overseas Students	Allianz	1800 814 781	www.oshcallianzassistance.com.au
Community Bodies	Australian Red Cross	8327 7922	www.redcross.org.au
	Salvation Army	1300 627 727	www.salvos.org.au
Counselling Services	Lifeline	13 11 14	www.lifeline.org.au
	Mensline Australia	1300 78 99 78	https://mensline.org.au/

Emergency and Support Services: Melbourne Campus

CATEGORY	CONTACT	TELEPHONE	INTERNET
<i>Counselling Services</i>	Griefline	9935 7400	https://griefline.org.au/
	Suicide Helpline Victoria	1300 651 251	www.suicidehelpline.org.au
	Headspace National Youth Mental Health Foundation	1800 650 890	www.headspace.org.au
	Victorian Sexual Assault Crisis Line	1800 806 292	https://www.sacl.com.au/
	Northern Centre Against Sexual Assault	1800 806 292 9497 1768	http://www.austin.org.au/northernccasa
	South Eastern Centre Against Sexual Assault	1800 806 292 9928 8741	www.secasa.com.au
<i>Specialist Services</i>	Victims of Crime Support	1800 819 817	www.victimsofcrime.vic.gov.au
	Funeral Advice Line - Australian Funeral Directors Association	1300 306 670	www.funeralassist.com.au/
	Road Trauma Support Team	1300 367 797	www.rtssv.org.au
	Victorian WorkCover Authority	9641 1555	www.workcover.vic.gov.au
	Independence Australia Group (formerly Paraquad Victoria)	1300 704 496	www.paraquad.asn.au

Appendix 2 - Emergency and Support Services - Sydney Campus

Emergency and Support Services: Sydney Campus			
CATEGORY	CONTACT	TELEPHONE	INTERNET
Internal	Security Hyde Park	9964 6113	Email: security.255ES@navitas.com
	Reception	X 77600	www.latrobe.edu.au/sydney
Emergency	Police	000	www.police.nsw.gov.au
	Ambulance	000	www.ambulance.nsw.gov.au
	Fire	000	www.fire.nsw.gov.au
	Missing Persons – Australian Federal Police	Local Police station and 1800 000 634	www.missingpersons.gov.au
	National Security Hotline	1800 123 400	www.nationalsecurity.gov.au
	State Emergency Service	132 500	www.ses.nsw.gov.au
	Telstra Call Tracing Service	1800 007 097	www.telstra.com.au
Essential Services	Poisons Information	13 11 26	www.poisonsinfo.nsw.gov.au
	Gas Emergency	1800 676 300	https://www.australiangasnetworks.com.au/gas-explained/about-natural-gas/gas-leaks-and-emergencies
	Electricity Emergencies	13 13 88	www.ausgrid.com.au
	Water and Sewer Emergencies	13 20 92	www.sydneywater.com.au/SW/index.htm
Medical Services	Nurse-On-Call Providing immediate, expert health information and advice 24 hours a day, 7 days a week.	1800 022 222	http://www.healthdirect.gov.au/

Emergency and Support Services: Sydney Campus			
CATEGORY	CONTACT	TELEPHONE	INTERNET
	St Vincent's Hospital Victoria Street, Darlinghurst	8382 1111	https://svhs.org.au/home
	Sydney Hospital Macquarie Street, Sydney	9382 7111	www.seslhd.health.nsw.gov.au/sydney-eye-hospital
	Royal Prince Alfred Hospital Missenden Road, Camperdown	9515 6111	http://www.slhd.nsw.gov.au/rpa/
Medical Insurance for Overseas Students	Allianz	1800 814 781	www.oshcallianzassistance.com.au/
Community Bodies	Australian Red Cross	8327 7922	www.redcross.org.au
	Salvation Army	1300 627 727	www.salvos.org.au
Counselling Services	Lifeline	13 11 14	www.lifeline.org.au
	Mensline Australia	1300 78 99 78	https://mensline.org.au/
	Griefline	(03) 9935 7400 1300 845 745	https://griefline.org.au/
	Suicide Helpline (Australia-wide)	1300 659 467	www.suicidcallbackservice.org.au
	NSW Rape Crisis Centre	1800 424 017	www.nswrapecrisis.com.au
Specialist Services	Homicide Victims' Support Group	1800 191 777	http://hvsg.com.au/

Emergency and Support Services: Sydney Campus

CATEGORY	CONTACT	TELEPHONE	INTERNET
<i>Specialist Services</i>	Funeral Advice	1300 363 350	http://www.funeraladvice.com.au
	Road Trauma Support	9542 4029	www.enoughisenough.org.au/counselling-and-psychology/road-trauma-network/
	NSW WorkCover Authority	13 10 50	www.workcover.nsw.gov.au
	Headway	9540 3011	www.headway.org.au
	Paraquad NSW	8741 5600	www.paraquad.org.au

Appendix 3 – CIMT Key Contacts

Please refer to internal intranet for staff contact details. Alternatively, please contact the College Director and Principal for specific personnel details.

CIMT Contact Details			
CATEGORY	CONTACT	TELEPHONE	Email
LTCA Melbourne Campus	College Director and Principal		
	Academic Director (FSDP)		
	Director of Marketing and Admissions		
	Student Counsellor		
	Quality and Compliance Manager		
LTCA Sydney Campus	Campus Director		
	Academic Manager		
	Academic Manager		
	Student and Academic Services Manager		
	Student Counsellor		
La Trobe University	Pro-Vice Chancellor – International	N/A	Please check with LTCA College Director and Principal prior to contacting
	Director International Partnerships and Services	N/A	Please check with LTCA College Director and Principal prior to contacting
	Senior Manager Campus Operations	N/A	Please check with LTCA College Director and Principal prior to contacting

Up to date contact details of CIMT Key Contacts for La Trobe College Melbourne, La Trobe Sydney and La Trobe University to be kept in the Staff Management folder at:
 \\navitas.local\upa\LTCA\Documents\College Management\Management\Critical Incidents

The Key Contacts Details can be distributed as required in the case of a critical incident.

Policy Title	Critical Incident Policy and Procedure	
Policy Owners	College Director/Principal LOPS, Campus Director	
Key Stakeholders	College Director/Principal, La Trobe College Australia, Melbourne Campus Campus Director, La Trobe College Australia, Sydney Campus Security Manager and Security Staff, La Trobe University Security Manager and Security Staff, 255 Elizabeth Street, Sydney Director, Student Services Students, staff and visitors of La Trobe College Australia's Melbourne and Sydney Campuses	
Approval Body	Joint Management Committee	Approved on September 7 2010 - Agenda item 5
	LTM Management Committee	June 5 2012
	LTM Management Committee	February 7 2013
	LTM Management Committee	September 18 2014
	LTM Management Committee	March 29 2017
	LTCA SMT	October 31 2018
	LTCA SMT	February 21 2019
	LTCA SMT	May 2020
	LTCA SMT	October 2022
Relevant Legislation	Occupational Health and Safety Act 2004 (Vic) The Higher Education Standards Framework 2015 (Threshold Standards) The Education Services for Overseas Students Act 2000 (ESOS Act) The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)	
Related Policies	Privacy Policy Emergency Evacuation Procedure First Aid Procedure Child Safe Policy & Standards Care of International Students under the Age of 18 Policy	
Related Guidelines	Student Safety Management Plan	
File information	TBC	Version number V1.7
Date Effective	October 2022	Next Review Date December 2024
Amendment History		
Revision Date	Version	Summary of changes
21/08/18	1.4	Updates according to the National Code 2018 in regard to students under 18 years of age and name change to La Trobe College Australia (LTCA).
16/2/19	1.5	Merged separate LTCA Melbourne and Sydney policies into one policy. Review of policy and procedure.

20/04/2020	1.6	<p>Inclusion of "Pandemic" in the CI definition.</p> <p>CIMT membership extended to include La Trobe University personnel.</p> <p>Include LTU in notification of incident cases where the incident is of concern to the university and establishing post-incident communications and processes.</p> <p>Including the OH&S consultative committee reference and information on staff induction packs.</p> <p>Creation of Appendix 3: CIMT Contact Details</p>
October 2022	1.7	<p>Updated references to critical incident register</p> <p>Updated footer</p> <p>Updated LTU contacts – redactions</p> <p>Reference to the Critical Incident procedures- students added</p>