



## CRITICAL INCIDENTS POLICY AND PROCEDURE

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### OVERVIEW

NVR 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 20018

- 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.
- Under Standard 6.4 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.

### REQUIREMENTS

NVR is committed to providing students with a fair complaints and appeals process that is carried out free from bias, in a professional, fair and transparent manner and are responded to promptly, fairly and objectively, with sensitivity and confidentiality.

1. NVR's Complaints and Appeals procedure is made available to the student at no extra cost.
2. NVR will commence the assessment of the complaints and appeal within 10 working days of it being made and finalise the outcome as soon as practicable.
3. Where matters are in relation to a complaint about another student or staff member, NVR will ensure a non-biased approach and will involve all persons and parties related to the matter and allow all parties to present their sides.
4. Any appeals received in relation to a student's suspension or reporting will be dealt with in full before the student's suspension or reporting is carried out

### 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 are not limited to, but could include:

- 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.



### **Staff responsible**

The Student Services Manager 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 NVR's Critical Incident Policy in the International 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 NVR staff member may directly, or indirectly involved in and/or be one of the first people notified of a Critical Incident.

- The appointed NVR 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 receiving 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.

## **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**

1. 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.
2. 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.
3. Assist the Student Services Manager to complete a "*Critical Incident Form*"

If the Student Services Manager is unavailable:

1. Assist relevant person/s in an appropriate capacity with the Critical Incident
2. Report the critical incident to the Principal as soon as practicable
3. 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

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. If Emergency Services (Fire) should be called immediately as well as a member of the Critical Incident Management Team:

The caller should provide:

- a. Location
  - b. Nature of emergency
  - c. Their name
3. Have someone 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;
  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 exists and proceed to the assembly area designated to await further instructions;
  5. The Critical Incident Management Team 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 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 individuals family (or next of kin), and work with relevant Government and private officials;

The Principal will release communications to staff, and students of the College and advise them of counselling and support services available

## ASSOCIATED DOCUMENTS AND FORMS

- *Complaints and Appeals Procedure*
- *Complaints and Appeals Form*

## DOCUMENT CHANGES AND MODIFICATIONS

Date	Summary of changes	Approved by
06/07/2020	Reformatting of document	Samantha
16/02/2021	Updated document	Samantha