



CRITICAL INCIDENT POLICY AND PROCEDURES

(This document should be read in conjunction with the Emergency Evacuation Policy & Procedures Kent Website [MyKent Public Link](#) > Public Policies and Forms > POLICY - Emergency Evacuation Policy & Procedures > Public Login 'public@kent.edu.au' and enter Password 'AccessKent!')

Policy Statement	<p>This policy supports:</p> <p>National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 6.</p> <p>Local State Regulations and Acts should be considered in conjunction with this document. These include:</p> <p>SafeWork NSW Work Health and Safety Act 2011 SafeWork NSW/NSW Work Health and Safety Regulation 2017 NSW Website - https://www.safework.nsw.gov.au WorkSafe Victoria Occupational Safety and Act 2004 WorkSafe Victoria Occupational Safety and Regulations 2017 Victorian Website - https://www.worksafe.vic.gov.au</p>
Responsibility for Implementation	Critical Incident Team
Compliance and Monitoring	Chief Executive Officer (CEO), Executive Manager Risk & Compliance/Governing Board Secretary

Purpose

The purpose of this policy and procedure is to provide a systematic and clear process that protects the interests and welfare of all individuals who are involved in a critical incident. At all times the Local state Regulations and Acts (as noted in the Policy Statement), should be the basis of this policy and any critical incident procedures.

Scope

Critical incidents directly involving Kent Institute Australia (Kent) staff, students, visitors and contractors whether during or after business hours.

Aim

To provide a process to manage and co-ordinate a professional and efficient response to a critical incident should it occur.

Definition

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

Examples of critical incidents include, but are not limited to:

- Serious injury, illness, or death of a student or staff member
- A missing student
- Severe verbal or psychological aggression

- Physical assault
- Student or staff witnessing a serious accident or incidence of violence
- Natural disaster e.g. earthquake, flood, tsunami – refer to the *Emergency Evacuation Policy and Procedures*
- Fire, bomb-threat, explosion, gas or chemical hazard – refer to the *Emergency Evacuation Policy and Procedures*
- Social issues e.g. sexual assault, drug use, alcohol abuse.

Procedure

1.0 Critical Incident Team

The *Critical Incident Team* is to ensure a professional and timely response to any critical incident that occurs during or after business hours. The team members will specialise in specific areas to ensure all facets of an incident are managed to a high standard.

2.0 Critical Incident Team Members:

- CEO - **Critical Incident Team Leader**
- Director – Campus Operations
- Executive Manager Governance, Risk & Compliance
- Executive Dean (Teaching and Learning)
- Head of Vocational Education
- Executive Manager Student Services
- Executive Manager Information Technology & Facilities

3.0 Immediate Action in the Event of a Critical Incident During Business Hours:

	Action	Responsible
1.	Gain a clear understanding of the incident to determine severity/magnitude. For incidents requiring an emergency response, call Emergency Services 000.	Witness/Staff Member
2.	Notify the Critical Incident Team Leader for all other critical issues. Refer to the Appendix 1 - Contact List.	Witness/Staff Member
3.	<i>Critical Incident Team Leader</i> to determine what immediate response is required and/or arrange an urgent meeting with the <i>Critical Incident Team</i> to discuss details and plan an immediate response. Determine if additional team members with specific expertise are required to join the <i>Critical Incident Team</i> .	CEO as the Critical Incident Team Leader/Team
4.	Implement plan immediately, ensuring the safety and welfare of students, staff, visitors and contractors	Critical Incident Team
5.	The <i>Executive Manager Information Technology & Facilities</i> (or nominee) will assess the building and facilities, if the incident impacts the building, notify the Building Manager	Executive Manager Information Technology & Facilities (or nominee)
6.	<i>Critical Incident Team</i> members to provide direction to all relevant staff and stakeholders in terms of managing the incident. If Emergency Services are on the scene they will assume responsible for the incident whilst on campus.	Critical Incident Team

7.	Continual record of the incident to be recorded on the <i>Critical Incident Record Form</i> (Kent Website MyKent Public Link > <i>Public Policies and Forms</i> > <i>FORM - Critical Incident Record Form</i>)	Executive Manager Governance, Risk & Compliance and/or Critical Incident Team Leader
8.	The <i>CEO as the Critical Incident Team Leader</i> to determine and enact further upward reporting (eg. Governing Board, Executive).	CEO as the Critical Incident Team Leader
9.	<i>Critical Incident Team</i> members to manage the allocation of resources required to manage the incident	Critical Incident Team
10.	<i>Critical Incident Team Leader</i> to liaise with emergency services, hospital and medical services	Critical Incident Team Leader
	Action	Responsible
11.	If appropriate notify emergency contact/next of kin. If the incident results in the death of a student contact the relevant Embassy and assist with repatriation. If appropriate, arrange a memorial service	Critical Incident Team Leader
12.	<i>Critical Incident Team</i> to meet at regular intervals to discuss ongoing strategies to manage the incident	Critical Incident Team
13.	If the incident involves students, the <i>Executive Manager Student Services</i> (or nominee) will run relevant reports and draft communication messages to affected students	Executive Manager Student Services
14.	If the incident impacts on the students' ability to access the campus and undertake their studies, the <i>Executive Dean</i> (Teaching and Learning) in association with the <i>Associate Deans</i> will provide alternative teaching and learning options.	Executive Dean (Teaching and Learning)/ Associate Dean
15.	The <i>Executive Manager Student Services</i> (or nominee) will assess the need for support, counselling and referrals for those directly and indirectly involved in the incident. They will arrange for the <i>Student Engagement & Wellbeing Co-ordinator</i> to facilitate this.	Executive Manager Student Services
16.	Manage media	CEO or Governing Board, Executive Chair

4.0 Critical Incidents Occurring Out of Business Hours:

	Action	Responsible
1.	Gain a clear understanding of the incident and determine severity/magnitude. For incidents requiring an emergency response, call Emergency Services 000. Contact the <i>Critical Incident Team Leader</i> if safe to do so.	Witness/Staff Member
2.	Notify the <i>Critical Incident Team Leader</i> for all other critical issues. Refer to the Appendix 1 - Contact List.	Witness/Staff Member
3.	Gain a clear understanding of the incident and determine severity/magnitude of the incident. Activate Critical Incident Plan if deemed necessary (as indicated above)	Critical Incident Team Leader
4.	Report incident to Building Manager if incident impacts the building	Critical Incident Team Leader
5.	Continual responses to the incident is recorded on the <i>Critical Incident Record Form</i> (Kent Website MyKent Public Link > <i>Public Policies and Forms</i> > <i>FORM - Critical Incident Record Form</i> > <i>Public Login 'public@kent.edu.au'</i> and enter Password ' <i>AccessKent!</i> ')	Critical Incident Team Leader

5.0 Secondary Response:

	Action	Responsible
1.	Maintain contact with any injured and affected parties and their families to provide support and to monitor progress	Executive Manager Student Services (or nominee)
2.	Provide staff and students with timely factual information as appropriate	Critical Incident Team Leader
3.	Arrange debriefing for all students and staff most closely involved	Critical Incident Team Leader
4.	Restore Kent to regular routine, program delivery and community life as soon as practicable	Critical Incident Team
	Action	Responsible
5.	The <i>Executive Manager Student Services</i> (or nominee) will assess the need for support and counselling for those directly and indirectly involved to determine the level of support required. They will arrange for the <i>Student Engagement and Wellbeing Coordinator</i> to offer support, counselling and arrange referrals as required	Executive Manager Student Services (or nominee)
6.	<i>Critical Incident Team members</i> to monitor staff and students for signs of delayed stress and the onset of post-traumatic stress disorder; providing specialised treatment as necessary. They should contact the <i>Student Engagement and Wellbeing Co-ordinator</i> as appropriate	Critical Incident Team
7.	Convene a meeting of the <i>Critical Incident Team</i> to debrief and evaluate the response to the incident and determine lessons learnt. Recommendations from the meeting will be recorded by the <i>Executive Manager Governance, Risk and Compliance</i> for immediate action by appropriate parties	Executive Manager Governance, Risk & Compliance
8.	<i>Executive Manager Governance, Risk and Compliance</i> to contact the <i>Executive Manager Finance & Administration</i> to notify Kent's insurer, if necessary	Executive Manager Governance, Risk & Compliance
9.	Complete Critical Incident Record Form/s. (Kent Website MyKent Public Link > <i>Public Policies and Forms</i> > <i>FORM - Critical Incident Record Form</i> > <i>Public Login</i> 'public@kent.edu.au' and enter Password 'AccessKent!')). Provide report with recommendations for improvement to the <i>Executive Manager Governance, Risk & Compliance</i> (reporting to Audit & Risk Management Committee).	Executive Manager Governance, Risk & Compliance/Governing Board and/or Critical Incident Team Leader

Document Title: Critical Incident Policy & Procedures	
Date Compiled: 10th September, 2014	By: CEO
Due Date for Review: July, 2023	Website Access Permission: Public
Date Updated: 16 th February, 2015 25 th May 2016 – No Version Control Change - minor amendments 6 th December, 2016 - No Version Control Change – minor amendments 31 st May, 2017 30 th October, 2017 10 th January, 2018 1 st June, 2018 18 th July, 2018 6 th February, 2019 21 st August, 2019 6 th February, 2020 15 th May, 2020 12 th August, 2020 17 th December, 2021 3 rd August 2022 11 January 2023	Reviewed by: Managing Director – 16 th February 2015 Executive Manager Risk & Compliance – 25 th May, 2016 and 6 th December, 2016 GM Campus Operations/Campus Director Executive Manager Student Engagement Campus Director (Melbourne) Managing Director/CEO CEO Manager Governance Systems/AB Secretary Executive Manager IT & Facilities Manager Governance Systems/AB Secretary Executive Manager IT & Facilities Executive Manager Governance Systems/AB Secretary Executive Manager Governance Systems/AB Secretary Executive Manager Governance, Risk and Compliance Executive Manager Governance, Risk and Compliance
Version Control Update (Current): Version 1 – 10 th September, 2014 Version 2 – 16 th February, 2015 Version 3 – 31 st May, 2017 Version 4 – 6 th February, 2019 Version 5 – 21 st August, 2019 Version 6 – 6 th February, 2020 Version 7 – 22 nd May, 2020 Version 8 – 12 th August, 2020 Version 9 – 26 th April, 2021 Version 10– 17 th December, 2021 Version 11 – 3 rd August, 2022 Version 12 – 11 January 2023	Endorsed By: Academic Board Meeting Date: 13 November, 2014 –Written Resolution 28/10/2014 Approved: Governing Board V1 10 th December, 2014 V2 15 th April, 2015 V3 7 th June, 2017 Managing Director V3 1 st June, 2018 CEO – V3 18 th July, 2018 and V4 7 th February, 2019 Executive Chair - V5 22 nd August, 2019 CEO – 22nd May, 2020 Executive Director/CEO – 12th August, 2020 CEO – 26th April, 2021 CEO – 17th December, 2021 CEO – 3rd August, 2022 Managing Director V12 - 11 January 2023
AMENDMENTS: V2 25th May, 2016 – change structure of the Critical Incident Team – add 2 Leaders V2 6th December, 2016 – Critical Team Leader changed from Managing Director to Campus Director. V3 31st May 2017 – revised to include Kent Melbourne Campus, update Kent staff position titles and change structure of the Critical Incident Team 30/10/2017 – Update Policy Statement reference to National Code 2018 and change to Head of Vocational Education incumbent and minor word amendment. 10/01/2018 -- Amend Associate Dean Melbourne Campus details in Appendix 1. 01/06/2018 – Remove reference to General Manager Campus Operations/Campus Director position and add in new Executive Dean position details. 18/07/2018 – Update Kent staff position titles. V4 06/02/2019 – Update Appendix 1 Emergency Contact List (Executive Dean)	

V5 11/08/2019 – Update Kent position titles and Appendix 1 Emergency Contact List for new staff appointed. Addition in the Policy Statement to Federal/State Legislation and Regulations relative to this Policy.

V6 06/02/2020 – update contact list for current Kent personnel

22/05/2020 – update of Kent position titles – no version control change. Update Appendix 1 – Contact List

12/08/2020 – update of Kent staff contact details – Appendix 1.

26/04/2021 – update of Kent staff contact details – Appendix 1.

17/12/2021 - update of Kent staff contact details – Appendix 1.

03/08/2022 – update to titles and contact details– Appendix 1.

11/01/2023 – update to titles and contact details– Appendix 1.

APPENDIX 1 – EMERGENCY CONTACT LIST

EMERGENCY SERVICES	
Police/Ambulance/Fire Brigade (Australia Wide)	000 (24 Hours/7 days per week) Sydney Address to give to Emergency Services as per Google Maps is: 10 -12 York Street Sydney –(mail delivery address is 10 Barrack Street Sydney) Melbourne Address: to give to Emergency Services is 350 Queen Street, Melbourne.
Lifeline – Crisis Support and Suicide Prevention (Australia Wide)	13 11 14
Poisons Information Centre	13 11 26
Suicide Call back Service	1300 659 467
Sexual Assault Counselling Australia	1800 211 028
NSW Rape Crisis	1800 424 017
NSW Mental Health Line	1800 011 511
NSW Link2home	1800 152 152
Victorian Sexual Assault Crisis Line	1800 806 292
Victorian Crisis Accommodation Info Line	1800 627 727 (10am to midnight 7 days)
Victorian Mental Health Advice Line	1300 60 60 24

KENT STAFF CONTACT LIST

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