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	This policy supports:
	National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 6.
	Local State Regulations and Acts should be considered in conjunction with this document. These include:
	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
	Work Health and Safety Act 2011 (Qld)
	Queensland Work Health and Safety Regulation 2011
	Queensland Website - https://www.worksafe.qld.gov.au/
Responsibility for Implementation	Critical Incident Team
Compliance and Monitoring	Managing Director/CEO Chief Risk and Compliance Officer

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 which may occur on a Kent campus or other place where Kent staff and students are impacted, including any campuses managed by third parties.

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 harm 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:

- Managing Director/ CEO - **Critical Incident Team Leader**
- Chief Operating Officer
- Chief Risk and Compliance Officer
- Executive Dean (Teaching and Learning) and/or Head of Vocational Education as relevant
- Chief Information Officer

Depending on the type and location of the incident in question, other relevant stakeholders may be requested to partake in the Critical Incident Team Meetings. This may include representatives of any third parties if and where relevant, such as in instances Kent delivers courses in other locations, which are owned or managed by the third party.

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.	*Critical Incident Team Leader* to determine what immediate response is required and/or arrange an urgent meeting with the *Critical Incident Team* to discuss details and plan an immediate response. Determine if additional team members with specific expertise are required to join the *Critical Incident Team*.	Managing Director/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

	Action	Responsible
5.	The Managing Director/CEO (or nominee) will assess the building and facilities, if the incident impacts the building, notify the Building Manager	Chief Information Officer (or nominee)
6.	*Critical Incident Team* 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 *Critical Incident Record Form* (Kent Website *[MyKent Public Link](#)> Public Policies and Forms > FORM - Critical Incident Record Form*	Chief Risk and Compliance Officer and/or Critical Incident Team Leader
8.	The *Managing Director/CEO as the Critical Incident Team Leader* to determine and enact further upward reporting (eg. Governing Board, Executive).	Managing Director/ CEO as the Critical Incident Team Leader
9.	*Critical Incident Team* members to manage the allocation of resources required to manage the incident	Critical Incident Team
10.	*Critical Incident Team Leader* 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.	*Critical Incident Team* to meet at regular intervals to discuss ongoing strategies to manage the incident	Critical Incident Team
13.	If the incident involves students, the *Chief Operating Officer* (or nominee) will run relevant reports and draft communication messages to affected students	*Chief Operating Officer*
14.	If the incident impacts on the students' ability to access the campus and undertake their studies, the *Executive Dean* (Teaching and Learning) and/or Head of Vocational Education in association with other Academic Staff will provide alternative teaching and learning / training options.	Executive Dean (Teaching and Learning)/ Head of Vocational Education
15.	The *Chief Operating Officer* (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 *Student Engagement & Internship Co-ordinator* to facilitate this.	*Chief Operating Officer*
16.	Manage media	Executive Chair Governing Board.

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 Criti*cal Incident Team Leader* if safe to do so.	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.	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 *Critical Incident Record Form* (Kent Website *MyKent Public Link* > Public Policies and Forms > FORM - Critical Incident Record Form>*Public Login 'public@kent.edu.au' and enter Password 'AccessKent!)'*		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	*Chief Operating Officer* (or nominee)
2.	Provide staff and students with timely factual information as appropriate	*Chief Operating Officer*
3.	Arrange debriefing for all students and staff most closely involved	*Chief Operating Officer*
4.	Restore Kent to regular routine, program delivery and community life as soon as practicable	Critical Incident Team
	Action	**Responsible**
5.	The *Chief Operating Officer* (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 support, counselling and arrange referrals as required.	*Chief Operating Officer* (or nominee)
6.	*Critical Incident Team members* to monitor staff and students for signs of delayed stress and the onset of post-traumatic stress disorder; providing specialised support as necessary via the Student Services Unit and/or external referrals.	Critical Incident Team
7.	Convene a meeting of the *Critical Incident Team* to debrief and evaluate the response to the incident and determine lessons learnt. Recommendations from the meeting will be recorded by the *Chief Risk and Compliance Officer* for immediate action by appropriate parties	Chief Risk and Compliance Officer
8.	*Chief Risk and Compliance Officer* to contact the *Executive Manager Finance & Administration* to notify Kent's insurer, if necessary	Chief Risk and Compliance Officer
9.	Complete Critical Incident Record Form/s. *(*Kent Website *MyKent Public Link* > *Public Policies and Forms > FORM - Critical Incident Record Form>Public Login 'public@kent.edu.au' and enter Password 'AccessKent!)).*	Chief Risk and Compliance Officer or Critical Incident Team Leader or *Chief Operating Officer*
10.	Provide report with recommendations for improvement to the *Chief Risk and Compliance Officer* & present report to Audit & Risk Management Committee).	Critical Incident Team, Chief Risk and Compliance Officer

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: 16ᵗʰ February, 2015 25ᵗʰ May 2016 – No Version Control Change - minor amendments 6ᵗʰ December, 2016 - No Version Control Change – minor amendments 31ˢᵗ May, 2017 30ᵗʰ October, 2017 10ᵗʰ January, 2018 1ˢᵗ June, 2018 18ᵗʰ July, 2018 6ᵗʰ February, 2019 21ˢᵗ August, 2019 6ᵗʰ February, 2020 15ᵗʰ May, 2020 12ᵗʰ August, 2020 17ᵗʰ December, 2021 3ʳᵈ August 2022 11 January 2023 5 April 2023 6 December 2023	**Reviewed by:** Managing Director – 16ᵗʰ February 2015 Executive Manager Risk & Compliance – 25th May, 2016 and 6ᵗʰ 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 Executive Manager Governance, Risk and Compliance Chief Risk and Compliance Officer
Version Control Update (Current): Version 1 – 10ᵗʰ September, 2014 Version 2 – 16ᵗʰ February, 2015 Version 3 – 31ˢᵗ May, 2017 Version 4 – 6ᵗʰ February, 2019 Version 5 – 21ˢᵗ August, 2019 Version 6 – 6ᵗʰ February, 2020 Version 7 – 22ⁿᵈ May, 2020 Version 8 – 12ᵗʰ August, 2020 Version 9 – 26ᵗʰ April, 2021 Version 10– 17ᵗʰ December, 2021 Version 11 – 3ʳᵈ August, 2022 Version 12 – 11 January 2023 Version 13 – 5 April 2023 Version 14 – 6 December 2023	**Endorsed By:** Academic Board **Meeting Date:** 13 November, 2014 –Written Resolution 28/10/2014 **Approved:** Governing Board **V1** 10ᵗʰ December, 2014 **V2** 15ᵗʰ April, 2015 **V3** 7ᵗʰ June, 2017 **Managing Director V3** 1ˢᵗ June, 2018 **CEO – V3** 18ᵗʰ July, 2018 and **V4** 7ᵗʰ February, 2019 **Executive Chair - V5** 22ⁿᵈ 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 **Governing Board** – 5 April 2023 V14 – Governing Board 6 December 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.

Critical Incident Policy and Procedures
Version 14: 6 December 2023   Page **5** of **7**

Kent Institute Australia Pty. Ltd.
ABN 49 003 577 302 CRICOS Code: 00161E   RTO Code: 90458
TEQSA Provider Number: PRV12051

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.

05/04/2023 – update titles to reflect current organisational structure. Add in possibility of co-opting of other stakeholders into Critical Incident Team. Update contact details & include Queensland contacts for students studying at Indus Brisbane. Add reference to Queensland legislation to accommodate delivery at Indus Brisbane.

06/12/2023 – Refine contents with respect to third party delivery. Update for current organisational structure and include Head of VET in Critical Incident Team if required.

Critical Incident Policy and Procedures
Version 14: 6 December 2023   Page **6** of **7**

Kent Institute Australia Pty. Ltd.
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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
Beyond Blue	1300 22 46 36
1800 Respect	1800 737 732
Suicide Call Back Service Sexual Assault Counselling Australia NSW Rape Crisis NSW Mental Health Line NSW Link2home Victorian Sexual Assault Crisis Line Victorian Crisis Accommodation Info Line Victorian Mental Health Advice Line Queensland Mental health access line Queensland Sexual Assault Helpline	1300 659 467 1800 211 028 1800 424 017 1800 011 511 1800 152 152 1800 806 292 1800 627 727 (10am to midnight 7 days) 1300 60 60 24 1300 MH CALL (1300 642 255) 1800 010 120

KENT STAFF CONTACT LIST

SYDNEY CAMPUS	
Mr. Srujal Patel *Chief Operating Officer*	Office: (02) 9093 5131 Mobile: 0421 714 541
Mr. Daniel Burt Chief Information Officer	Office: (02) 9093 5115 Mobile: 0419 433 773
Ms. Jana Jovancevic Executive Manager Governance, Risk and Compliance	Office: 02 9093 5106 Mobile: 0402 044 868
Mr. Steven Bray Building Manager	T +62 2 9333 333 M +61 439 046 492
MELBOURNE CAMPUS	
Mr. Srujal Patel *Chief Operating Officer*	Mobile: 0449185335
Dr. Benoy Varghese Executive Dean (Teaching and Learning)	Office: (03) 8353 0831 Mobile: 0433 981 724
Dr Joane Jonathan Associate Dean (Business and Accounting)	Office: (03) 8353 0833 Mobile: 0475 869 894
Ms. Marnie Ryan Student Services Manager	Office: (03) 8353 0830
Mr. Ajay Singh Building Manager	Mobile: 0449 851 008