
La Trobe Melbourne

Critical Incident Policy and Procedure

1. Policy Objectives

The Critical Incident Policy is designed to ensure that the interests of La Trobe Melbourne's 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 and La Trobe University Security Personnel at least twice per year, so that when a staff member becomes aware of a critical incident involving a student, they can alert the necessary person(s) immediately. This will ensure each case is managed effectively and compassionately.

3. Scope

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

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

Where staff are aware of an event which may either indicate or escalate to a critical incident, the policy and procedures should be followed.

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 related to but not limited to: <ul style="list-style-type: none">• Missing students• Incidents resulting in serious physical injury• Incidents involving mental illness• Death, murder• Violence or the threat of violence• Natural or man-made disasters• Socio-political disruption• Social issues such as domestic violence, sexual assault, drug or alcohol abuse
DIBP	Department of Immigration and Border Protection
LTU	La Trobe University
PRISMS	Provider Registration and International Students Management System
CIMT	Critical Incident Management Team

Designated Officer: any La Trobe Melbourne 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 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, 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. The CIMT will consist of, but will not be limited to, the following staff members:

College Director/Principal, La Trobe Operations (LOPS)
Director, Student Services
Academic Director
Director of Studies
Director of Marketing and Admissions, (LOPS)
Accountant
Student Counsellor
Quality and Compliance Manager, (LOPS)

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 Security. There may be situations where LTU 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 remove to a safe location.
- 5.2 Each situation is different. If the situation is life-threatening, 000 is rung first, LTU Security second and Reception third. If the situation is not life-threatening, one's own judgement is to be used. Someone is sent to Reception or LTU Security Service 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, he/she must alert the College Director/Principal LOPS. If the College Director/Principal LOPS is not available, then another member of the LTM 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/Principal LOPS, 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:
 - 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 and chaplaincy 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 and Executive General Manager, University Programs of the incident.
- Direct all enquiries from the media to Group Public Relations and inform Group Public Relations that they have been approached by the media.

Assessment will be ongoing until the incident is resolved.

6.0 Evacuation

- 6.1 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. LTM's evacuation point is Simpson Lawn. Staff and students should all be made aware of the location of this assembly point.
- 6.2 Students under the age of 18 must be supervised by a teacher.
- 6.3 At all times, staff and students are required to follow instructions from emergency services personnel (police, fire brigade, ambulance).

7.0 Post Incident Management

- 7.1 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:
 - i. Dissemination of information to all staff, students and their families and, where necessary, Group Public Relations;
 - ii. Monitoring the need for counselling and maintaining contact with staff and students who are likely to need ongoing support;

- iii. Psychological debriefing of students and staff after the incident (except if legal processes contra-indicate);
- iv. Notifying embassies and consulates;
- v. Training workshops in stress management and coping strategies;
- vi. Liaising with the families of affected students. If necessary, interpreters will be appointed;
- vii. Arrangements for visits from family, accommodation travel and expenses.
- viii. Liaising with police, hospital and other medical staff;
- ix. Funeral, memorial or repatriation service arrangements;
- x. Death notices;
- xi. Administrative/enrolment matters including fee refunds;
- xii. Liaising with the Department of Immigration and Border Protection (DIBP);
- xiii. Assisting students with access to legal services;
- xiv. Personal items and affairs (household and academic) of students;
- xv. Monitoring reactions within the campus, including significant dates and anniversaries.
- xvi. Encouraging teaching and administrative staff to continue to be alert in recognising post traumatic reactions;
- xvi. Allowing opportunity for the campus community to continue to talk about the incident and their reactions by organising weekly discussion sessions;
- xvii. Encouraging support networks amongst staff and students;
- xviii. Disseminating regular and up to date information via email to the campus community;
- xix. Monitoring media coverage as this may continue to cause distress to staff and students.

8 Review

- 8.1 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.

9 Keeping Accurate Records

- 9.1 Records of all critical incidents will be kept electronically.

- 9.2 One member of the Critical Incident Management Team should scribe for all meetings to keep records of content and decisions. Careful records should be kept throughout the response period and placed on the critical incident register. 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/Principal LOPS 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.

- 9.3 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. Full details of all incidents are kept electronically in a restricted-access OH & S folder on the L drive. All critical incidents will be reported to the La Trobe Melbourne Health and Safety Consultative Committee. Staff are informed of the Critical Incident Policy and Procedure and the 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 Melbourne website and Intranet.

10 Staff Roles and Responsibilities

10.1 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.

11 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, LTM will exercise its discretion and may disclose information in the following circumstances:

- 11.1 If LTM 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.
- 11.2 If LTM 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 Support Services for Students

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

13 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. Counselling services can be provided face to face, over the phone or online via Skype.

14 Key Positions and Contacts

La Trobe University Security Service

Telephone: (03) 9479 2222 (24 hours emergency number)

College Director/Principal LOPS, La Trobe Melbourne - Telephone: 0420 962 453

Director, Student Services – Telephone: 0417 392 834

Emergency and Support Services:			
CATEGORY	CONTACT	TELEPHONE	INTERNET
<i>Internal</i>	LTU Campus Security	9479 2222	www.latrobe.edu.au/io/security
	Reception	9479 2417	www.latrobemelbourne.edu.au
<i>Emergency</i>	Police	000	www.police.vic.gov.au
	Ambulance	000	www.ambulance.vic.gov.au
	Fire	000	www.mfb.org.au
	Missing Persons – Australian Federal Police	000 (Ask for Police)	www.afp.gov.au/national/missing
	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.oqs.vic.gov.au
	Electricity Emergencies	13 12 80	www.citipower.com.au
	Water and Sewer Emergencies	8381 0300	www.southeastwater.com.au/
<i>Medical Services</i>	Austin Hospital 145 Studley Road Heidelberg	9456 5000	www.austin.org.au
	Alfred Hospital Commercial Road (corner St Kilda Road)	9276 2000	www.alfred.org.au
	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.rwh.org.au
	St Vincent's Hospital 41 Victoria Parade, Fitzroy	9288 2211	www.svhm.org.au/
Medical Insurance for Overseas Students	OSHC Worldcare	1800 814 781	www.oshcworldcare.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	www.menslineaus.org.au/cms/index.html
	National Association for Loss & Grief (Vic)	9650 3000	www.nalagvic.org.au www.nalagvic.org.au/fhcrisisaftermresponse.htm
	Suicide Helpline Victoria	1300 651 251	www.suicidehelpline.org.au
	Victorian Sexual Assault Crisis Line	1800 806 292	www.rwh.org.au/casa

	Northern Centre Against Sexual Assault	9496 2240 1800 806 292	www.northern.casa.org.au
	South Eastern Centre Against Sexual Assault	9594 2289 1800 806 292	www.secasa.com.au
Specialist Services	Crime Victims Support Association	9758 4512	www.cvsa.asn.au
	Funeral Advice Line - Australian Funeral Directors Association	1300 306 670	www.funeralassist.com.au/
	Road Trauma Support Team	1300 367 797	www.rtstv.org.au
	Victorian WorkCover Authority	9641 1555	www.workcover.vic.gov.au
	Headway Victoria	9642 2411	www.headwayvictoria.org.au
	Paraquad Victoria	9415 1200	www.paraquad.asn.au

Policy Title	Critical Incident Policy and Procedure				
Policy Owners	Director, Student Services, College Director/Principal LOPS				
Contact Persons	Usha Rao, Tony Cranshaw				
Key Stakeholders	College Director/Principal LOPS – La Trobe Melbourne Security Manager and Security Staff, LTU Director, Student Services Students and staff of La Trobe Melbourne				
Approval Body	Joint Management Committee LTM Management Committee LTM Executive Committee LTM Executive Committee LTM Executive Management Committee		Agenda item 5 Approved on 7 September 2010 June 5 2012 February 7 2013 September 18 2014 March 29 2017		
Relevant Legislation	National Code 2007 Standard 6				
Related Policies	Privacy Policy Emergency Evacuation Procedure First Aid Procedure Child Safe Policy & Standards				
Related Guidelines	Student Safety Management Plan				
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Page 11 of 11