

Critical Incidents Policy

1. PURPOSE

The purpose of this policy is to assist JMC Academy staff and students in the management of critical incidents.

2. SCOPE

This policy applies to all JMC Academy staff, students and visitors who have been exposed to a critical incident – either on-campus or off-campus (students & staff) including staff on business related travel interstate or overseas. Where JMC Academy staff witness an event that may be considered a critical incident, the policy and procedures should be followed.

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

3. DEFINITIONS

HES Framework – Higher Education Standards Framework (Threshold Standards) 2015.

ESOS National Code

The ESOS National Code refers to the National Code of Practice for Providers of Education and Training to Overseas Students 2018 established under the Education Services for Overseas Students Act 2000.

PRISMS

Provider Registration and International Students Management System (PRISMS). It provides Australian education providers with the Confirmation-of-Enrolment (CoE) facilities required for compliance with the Education Services for Overseas Students (ESOS) Legislation.

Compassionate or Compelling circumstances

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents;
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
- A traumatic experience that has impacted on the student which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime, supported by police or psychologist's reports; or
- Where the Institute was unable to offer a pre-requisite subject.

Critical Incident

A critical incident is defined as 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'. It includes but not limited to incidents that may cause physical or psychological harm.

Critical incidents are not limited to, but could include:

- Medical emergencies involving a student or staff;
- Critical illness of a student;
- Unexpected student/staff death;
- Missing students;
- Severe oral, written or psychological aggression;
- Natural disaster;
- Campus disturbance/riot;
- Fire/explosion with injuries or significant damage;
- Traumatic events that affect students; such as
 - Sexual Assault
 - Domestic violence
 - Mental Health Crisis
 - Drug / Alcohol Overdose

Non-life threatening events can be classed as critical incidents.

Emergency Incident

A sudden, serious and urgent incident needing immediate Emergency Services support.

CIRT - Critical Incident Response Team.

For definitions not listed here please refer to *JMC Academy Glossary*.

4. POLICY

JMC Academy recognises that planning for the management of a critical incident is essential to enable the Academy and its staff to meet the duty of care owed to its students.

JMC Academy is committed to providing a prompt and appropriate response to critical incidents. JMC Academy's senior management is responsible for determining actions to be taken in the event of a critical incident and any follow up required.

All students at JMC Academy have the right to feel safe and to be safe. Staff members have a responsibility to report and respond to critical incidents involving the students with whom they have contact. The Academy is committed to take all reasonable steps to provide a safe environment on campus and advise overseas students and staff on actions they can take to enhance their safety and wellbeing.

JMC Academy recognises that appropriate infrastructure must be in place to ensure that all necessary support services are provided in the event of and as a consequence of a critical incident. The support should extend beyond the time of the specific event to address any post events support needs.

JMC Academy will provide information to overseas students and staff about how to seek assistance for and report an incident that significantly impacts on students' wellbeing, including critical incidents.

JMC Academy staff will be made aware of the Critical Incident policy and procedures and be given appropriate induction, to understand the procedures to use in managing a critical incident.

As a follow-up action, JMC Academy will develop a Critical Incident Action Evaluation Plan to review the management and response of the critical incident to address the underlying causes and various aspects arising from the incident including:

- Evaluating and reviewing the plan;
- Creating and disseminating a revised plan and its procedures for future incidents;
- Updating and publishing relevant policy and procedures; and
- Organising appropriate staff development and training.

4.1 RESPONSIBILITIES

- The Campus Manager or a nominee shall be the first point of contact when a critical incident occurs.
- Where an international student is involved, the Campus Manager or nominee should contact the Director of International Services, or nominee, immediately.
- The Campus Manager (and the Director of International Services where an international student is involved) will rate the incident according to the risk assessment plan. Depending on the risk assessment, a Critical Incident Response Team (CIRT) may be convened.
- Any costs incurred from arrangements made following a critical incident, including an accident or the illness or death of a student will be met by the student and/or the student's family.
- The student and/or the student's family must give their consent, in writing if circumstances permit, prior to any arrangements being made that involve payment for a service.

4.2 CRITICAL INCIDENT RESPONSE TEAM (CIRT)

The CIRT is chaired by the Campus Manager and membership can include:

- Heads of Department,
- Administration Coordinator,
- Director of International Services,
- Marketing and Brand Manager, and
- Nominated trained staff member/or agency/or counsellor.

The role of the CIRT is to effectively manage critical incidents with clear actions and procedures that are humane, sensitive, and responsive to the needs of students, staff and the broader JMC Academy community. Intervention procedures may reduce the intense reactions of students and staff to an incident and assist them in returning to their normal studies and/or duties.

The CIRT shall follow the procedures set out in the Critical Incidents Procedure.

5. COMPLAINTS and APPEALS

Students may access the Student Complaints and Appeals Policy and its associated procedures to appeal against any decisions made under this policy.

6. POSITIONS RESPONSIBLE FOR IMPLEMENTING POLICY

- Campus Manager
- Director of International Services
- Administration

- Nominated trained staff member/or agency/or counsellor
- Heads of Department
- Campus Manager
- Marketing and Brand Manager
- Chief Executive Officer

7. RELATED DOCUMENTS

- Critical Incidents Procedure
- Critical Incidents Reporting and Procedure Flow Chart – Critical Incidents Procedure, Attachment 1
- JMC Academy Glossary
- Diversity, Equity and Inclusion Policy

8. RELATED LEGISLATION

This Policy supports JMC Academy's compliance with the following legislation:

- Higher Education Support Act 2003 (Cth),
- Higher Education Standards Framework (Threshold Standards) 2015,
- Education Services for Overseas Students (ESOS) Act 2000 (Cth),
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018
 - ESOS National Code 2018, Part B, Standard 6

9. POLICY REVIEW DATE

28th September, 2021

10. VERSION CONTROL TABLE

Title	<i>Critical Incidents Policy</i>			
Maintained By	Education Team			
Approving Authority	Governing Council			
Approved Date	12/10/2018			
Version Number	Modified By	Modifications Made	Date Modified	Status
	A Broughton		08/06/2011	Superseded
2.0	S. Stanford	Updated to new format. Renamed positions	01/12/2017	Approved by the Academic Board on 22/03/2018 Superseded
2.1	L. Te	Responsibilities defined	28/08/2018	Superseded
2.2	G. Jedlinska	Reformatted, added related documents and related legislation sections	08/09/2018	Superseded
2.3	M. Hafda	Updated section 5, Complaints and Appeals	11/10/2018	Approved by G. Markakis as a Health Check on 12/10/2018 Current