

Policy Title	PAX Critical Incident Policy and Procedure				
Policy Number	P - 15	Version Number	V5 Oct 2020	Status	ENDORSED
Owner	Quality and Compliance Manager		Approved By	CEO	
Related legislation/applicable section of legislation:					
ESOS/NCP	<ul style="list-style-type: none">• ESOS Act (2000), Education for Overseas Students Amendment Act 2014 National Code of Practice for Providers of Education and Training to Overseas Students• National Code 2018: Standard 6.8, 6.9				
SRTOs 2015	Standards 8.5 http://www.asqa.gov.au/users-guide-to-the-standards-for-registered-training-organisations-2015/users-guide-to-the-standards-for-registered-training-organisations-2015.html				
Legislative Context	<ul style="list-style-type: none">• National Vocational Education and Training Regulator Act 2011 (Cth)• Standards for Registered Training Organisations 2015<ul style="list-style-type: none">▪ Occupational Health and Safety Act 1988, Mental Health Act 1986▪ Disability Discrimination Act 1992, Freedom of Information Act 1982▪ Equal Opportunity Act 1984▪ Criminal Injuries Compensation Act 1983▪ Accident Compensation Act 1985▪ The Australian Privacy Principles (APPs), which are contained in schedule 1 of the Privacy Act 1988 (Privacy Act)				
Related Policies and forms	<ul style="list-style-type: none">• PAX Student Handbook• PAX Staff Handbook				

Once printed this is an uncontrolled document

PAX Institute of Education Pty Ltd T/A PAX Institute of Education	CRICOS No: 03152D	RTO No: 22207	www.pax.edu.au
Address: 16/190 Queen Street, Melbourne VIC 3000, Australia	Tel: +61 3 9041 3466	Fax: +61 3 9041 3467	Email: info@pax.edu.au
P-15 PAX Critical Incident Policy & Procedure Version 5 Last Reviewed: Oct 2020 Next review Date: Dec 2021 Page 1 of 7			

Table of Contents

1. POLICY.....	3
2. PURPOSE.....	3
3. SCOPE	3
4. DEFINITIONS	3
5. POLICY DETAILS.....	4
6. REQUIREMENTS, PROCESS AND PROCEDURE	4
7. RESPONSIBILITY	7
8. REVIEW DATE.....	7
9. VERSION HISTORY.....	7

Once printed this is an uncontrolled document

PAX Institute of Education Pty Ltd T/A PAX Institute of Education	CRICOS No: 03152D	RTO No: 22207	www.pax.edu.au
Address: 16/190 Queen Street, Melbourne VIC 3000, Australia	Tel: +61 3 9041 3466	Fax: +61 3 9041 3467	Email: info@pax.edu.au
P-15 PAX Critical Incident Policy & Procedure Version 5 Last Reviewed: Oct 2020 Next review Date: Dec 2021 Page 2 of 7			

1. POLICY

PAX Institute of Education Pty Ltd RTO #22207, CRICOS #03152D trading as PAX Institute of Education will ensure to provide a clear and systematic process that protects the interests and welfare of all individuals who are involved in critical incidents.

2. PURPOSE

The purpose of this Policy and Procedure ensures that any critical incident, which occurs, is documented, reported and appropriately actioned by PAX Institute.

3. SCOPE

This policy applies to all the Students and Staff of PAX Institute in compliance with the ESOS legislation and NCP 2018 Standard 6.

4. DEFINITIONS

Critical Incident: An event related to the operation of PAX Institute, student or Staff member which are of such a serious nature that it has impacted or is a risk of impacting on the health, welfare, safety or interests of any involved individuals or PAX Institute itself.

Critical Incidents are the highest level of incident which may affect the operations of PAX Institute and referred to crisis, emergency or other similar expressions. It is a traumatic event, which is likely to cause extreme physical and/or emotional distress involving PAX Institute, its staff and/or students. Critical incidents are not limited to, but could include:

- missing students;
- severe verbal or psychological aggression;
- death, serious injury or any threat of these;
- natural disaster;
- issues such as domestic violence, physical, sexual or other abuse; and
- Other non-life-threatening events.

Death: Accidental, Suicide, Death as a result of injury or terminal illness, or Murder.

Serious Illness: Illness which causes the deterioration of the student /staff member's health over time.

Serious Injury: Illness, which prevents or severely affects the student's ability to continue with or complete the course.

Critical Incident Response Team (CIRT): This is a designated team of college personnel which consists of at least one member who is formally trained to deal with critical incidents. Other members should also be trained, at least internally by the qualified member. Members will likely comprise:

1. Chief Executive Officer
2. Training and Administration Manager
3. Quality and Compliance Manager
4. Course Manager
5. Administration Manager

Once printed this is an uncontrolled document

PAX Institute of Education Pty Ltd T/A PAX Institute of Education	CRICOS No: 03152D	RTO No: 22207	www.pax.edu.au
Address: 16/190 Queen Street, Melbourne VIC 3000, Australia	Tel: +61 3 9041 3466	Fax: +61 3 9041 3467	Email: info@pax.edu.au
P-15 PAX Critical Incident Policy & Procedure Version 5 Last Reviewed: Oct 2020 Next review Date: Dec 2021 Page 3 of 7			

Defusing an Explosive Situation: An intervention with an objective of preventing a violent critical incident during an explosive situation where there is a high degree of agitation. The stages of this type of defusing are:

1. Observation;
2. Preparation;
3. Approach;
4. Action; and
5. Follow up.

5. POLICY DETAILS

PAX Institute undertakes to exercise a duty of care to all individuals who access its services and visit its premises. From time to time, events of a critical nature may occur that require immediate, systematic and comprehensive organizational processes. Being witness to or being involved in a critical incident can have a deep and lasting impact on individuals and groups. Early and appropriate action during and following a critical incident can do much to assist in minimizing the effects of these incidents on the interests and welfare of involved parties.

By keeping these situations in mind, PAX Institute shall:

- a) Support pro-active strategies which will help minimize the occurrence of some critical incidents;
- b) Encourage the early identification of potentially critical incidents within PAX Institute;
- c) Ensure critical incidents in the workplace are managed in line with established quality management and occupational health and safety objectives and emergency or disaster procedures;
- d) Provide clearly accessible and understood directions for all personnel caught up in a critical incident;
- e) Assist people to cope with critical incidents by providing appropriate practical and psychological support;
- f) Provide appropriate assistance to people who may require longer term assistance;
- g) Ensure ongoing training, support and review of the critical incident management team.

6. REQUIREMENTS, PROCESS AND PROCEDURE

6.1 Critical Incident

Examples of Critical Incidents include, but are not limited to:

- Serious injury to or serious illness or death of a college student, staff member, visitor, tenant or contractor, or any threat of these;
- A missing student, where the student is:
 - An international student; or
 - While undertaking fieldwork off-campus
- Severe distressing or disturbing behavior;
- Physical assault, threats, or attack;
- Where a student, staff member, visitor, tenant or contractor has witnessed a serious incident;
- Natural disaster (e.g. cyclone, earthquake, tsunami, or flood);
- Fire, riot, bomb-threat, explosion, gas, chemical hazard, or environmental hazard;
- Major overseas events, such as earthquakes or political unrest;
- Pandemics - an epidemic of infectious disease that has spread across a large region; for instance, multiple continents, or even worldwide.

Once printed this is an uncontrolled document

PAX Institute of Education Pty Ltd T/A PAX Institute of Education	CRICOS No: 03152D	RTO No: 22207	www.pax.edu.au
Address: 16/190 Queen Street, Melbourne VIC 3000, Australia	Tel: +61 3 9041 3466	Fax: +61 3 9041 3467	Email: info@pax.edu.au
P-15 PAX Critical Incident Policy & Procedure Version 5 Last Reviewed: Oct 2020 Next review Date: Dec 2021 Page 4 of 7			

6.2 Support for Students and Staff Involved in a Critical Incident

6.2.1 PAX Students: The Chief Executive Officer in consultation with other senior staff, will coordinate support for international students, their family, friends and next of kin, which may include, as appropriate:

- Assistance with arrangements for hospital or medical treatment;
- Assisting with personal items and affairs including insurance issues;
- Contacting the consulate, high commission or embassy for the student's country;
- Assistance in obtaining visas for family, friends and next of kin to visit PAX Institute if the need be;
- Hiring interpreters; and
- Assistance in arrangements for repatriation, funeral or memorial service, if required.

6.2.2 Support for PAX Staff Involved in a Critical Incident: The Chief Executive Officer in consultation with other senior staff, will coordinate support for members of staff, their family, friends and next of kin, which may include, as appropriate:

- Assistance with arrangements for hospital or medical treatment;
- Assistance in the arrangements for family, friends and next of kin to visit PAX Institute; and
- Providing a single point of contact at PAX Institute for family, friends and next of kin.

6.2.3 Support for Visitors and Contractors Involved in a Critical Incident: The Chief Executive Officer in consultation with other senior staff, will coordinate support for visitors and contractors, their family, friends and next of kin, which may include, as appropriate:

- Assistance with arrangements for hospital or medical treatment;
- Assistance in the arrangements for family, friends and next of kin to visit PAX Institute; and
- Providing a single point of a single point of contact at PAX Institute for family, friends and next of kin.

6.3 Process

6.3.1 during Operating Hours:

- Students and staff are required to notify any critical incident involving a student immediately to the CEO/the assigned Manager.
- CEO/the assigned Manager will consider the details and severity of the incident and determine what action needs to be taken.
- If the incident is not severe and can be resolved with resources available CEO/the assigned Manager will initiate the action to ensure the appropriate level of support is provided.
- If the incident is severe and warrants a level of support/assistance from external resources CEO/the assigned Manager will initiate action to arrange that support. Personal details may be provided to the relevant emergency service/s if the student involved is incapacitated and unable to provide these particulars themselves.
- Training and Administration Manager and Quality and Compliance Manager will determine, based on the severity of the incident and in conjunction with PAX Institute Policies, whether other College staff and family members of the student/s involved need to be advised of the details of the incident.

Once printed this is an uncontrolled document

PAX Institute of Education Pty Ltd T/A PAX Institute of Education	CRICOS No: 03152D	RTO No: 22207	www.pax.edu.au
Address: 16/190 Queen Street, Melbourne VIC 3000, Australia	Tel: +61 3 9041 3466	Fax: +61 3 9041 3467	Email: info@pax.edu.au
P-15 PAX Critical Incident Policy & Procedure Version 5 Last Reviewed: Oct 2020 Next review Date: Dec 2021 Page 5 of 7			

6.3.2 outside Operating Hours:

- Students and staff are required to notify any critical incident involving a student immediately to the CEO mobile (24 Hours).
- CEO will contact the Course Manager who will gain access to the records of the student/s involved to enable verification of details to any emergency services involved.
- CEO, Training and Administration Manager and Quality and Compliance Manager will determine if there is any care or support required to be provided and make the necessary arrangements.
- CEO will determine in conjunction with PAX Institute's Solicitor (If required) whether other College staff or family members need to be advised of the details of the incident. They will take the necessary action.

6.3.3 Follow up Action

CEO/assigned Manager will ensure:

1. All staff and students involved in the incident have been informed of all outcomes from the incident.
2. A recommendation as to the response to the critical incident is documented and included in the Incident Register.
3. Any further follow up required is documented and responsibilities allocated to appropriate staff.
4. Monitor the condition of and provide appropriate support to the student/s through any period of treatment;
5. Co-ordinate the provision of any PAX based resources required during any period of treatment;
6. Liaise with the police and other emergency services personnel;
7. Advise and assist any family members who decide to travel to Australia to support the student/s with travel and accommodation requirements;
8. Ensure that detailed records are maintained on the student's records of the incident. These records must be recorded in date order and kept in the student file.

6.3.4 Concluding Steps

In the event of the death of a Student CEO/assigned Manager will ensure the following is undertaken:

1. Contact the family and determine their wishes regarding repatriation of the body, personal effects, religious observances etc.;
2. Coordinate the repatriation of the body and personal effects in line with the family's wishes and in accordance with Australian regulations;
3. Organize the sending of a letter of condolence to the family;
4. Ensure all administrative actions are taken e.g. Adjust the student records database, process any tuition refunds, and notify PRISMS etc.

6.3.5 Public Relations

Where the circumstances of a critical incident involving a student/s is considered to have some public relations implication, CEO is the only authorized spokespersons to speak to media representatives on behalf of PAX Institute.

Once printed this is an uncontrolled document

PAX Institute of Education Pty Ltd T/A PAX Institute of Education	CRICOS No: 03152D	RTO No: 22207	www.pax.edu.au
Address: 16/190 Queen Street, Melbourne VIC 3000, Australia	Tel: +61 3 9041 3466	Fax: +61 3 9041 3467	Email: info@pax.edu.au
P-15 PAX Critical Incident Policy & Procedure Version 5 Last Reviewed: Oct 2020 Next review Date: Dec 2021 Page 6 of 7			

6.3.6 Contact Information

Emergency Assistance: Triple Zero (000)

- Your call is connected to the Emergency Call Service (ECS).
- ECS will answer - 'Emergency - police, fire or ambulance?' (if the caller is on a mobile telephone they will be asked for the city and state they are in).
- Respond with the service/location you require.
- Your call will then be connected to the emergency service you require.

Department of Home Affairs: <https://www.homeaffairs.gov.au/>

7. RESPONSIBILITY

The CEO has overall responsibility for the implementation, management and review of this policy as well as provision of information on ways to resolve complaints of breaches of this policy

Any complaints or breaches in relation to this policy should be reported to the Chief Executive Officer by email to: timple@pax.edu.au

8. REVIEW DATE

12 months from the date of this version, or as required.

9. VERSION HISTORY

Version	Date	Reason for change	Prepared By	Approved By
V3	Jan 2018	Annual Review. Revised with NCP 2018 and changed the formatting.	Q & C Manager	CEO
V4	Jun 2019	Annual review. Revised the policy with clarity of CIRT Team.	Q & C Manager	CEO
V5	Oct 2020	Annual review. The version history information added on the P & P.	Q & C Manager	CEO

Once printed this is an uncontrolled document

PAX Institute of Education Pty Ltd T/A PAX Institute of Education	CRICOS No: 03152D	RTO No: 22207	www.pax.edu.au
Address: 16/190 Queen Street, Melbourne VIC 3000, Australia	Tel: +61 3 9041 3466	Fax: +61 3 9041 3467	Email: info@pax.edu.au
P-15 PAX Critical Incident Policy & Procedure Version 5 Last Reviewed: Oct 2020 Next review Date: Dec 2021 Page 7 of 7			