
Critical Incident

POLICY

This policy applies to both students and staff of Le Cordon Bleu Australia.

Definition

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’.

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; and
- issues such as domestic violence, sexual assault, drug or alcohol abuse.

Non-life threatening events could still qualify as critical incidents.

In the event of a critical incident, Le Cordon Bleu Australia recognises that appropriate infrastructure must be in place to ensure the provision of all necessary support services. Le Cordon Bleu will ensure that support mechanisms and procedures for managing critical incidents are in place, that students and staff are advised of these, and that they will be implemented as required. Mechanisms and procedures will ensure an effective approach in responding to critical incidents as they occur; appropriate support and counselling services will be available to those affected, and appropriate training and information resources will be provided to staff.

Where a Critical Incident policy exists for the site on which the incident occurs, eg the campus of one of Le Cordon Bleu’s delivery partners, the Le Cordon Bleu policy will work in concert with the existing site policy to ensure all institutions are able to meet legal as well as duty of care obligations. Where appropriate, responsibilities for action may be shared between Le Cordon Bleu Australia and its delivery partners. However, regardless of the existence and details of a site policy, Le Cordon Bleu Australia must be kept informed of all actions and decisions taken in the management of the incident and nothing in the existing site policy diminishes Le Cordon Bleu’s duty of care to staff and students.

Le Cordon Bleu Australia must be informed of all events that can be defined as critical incidents where a Le Cordon Bleu staff member or student was involved, even those that have been effectively managed at a local Stage under the site Critical Incident policy. Where the incident has been effectively managed under the site Critical Incident policy, Le Cordon Bleu Australia must be provided with

all relevant information as outlined in the approved forms and checklists utilised in conjunction with the Le Cordon Bleu Australia Critical Incident policy.

Reporting

Le Cordon Bleu Australia is required to notify DEEWR and DIAC as soon as practical after the incident if the incident may effect visa conditions or an international student's program of study, and in the case of a student's death or other absence affecting an international student's attendance, the incident will need to be reported via PRISMS.

When a student dies or sustains serious injury, Le Cordon Bleu Australia will work closely and respectfully with the student's family to provide necessary and appropriate support. For international students especially, this may include, but is not limited to:

- hiring interpreters
- making arrangements for hospital/funeral/memorial service/repatriation
- obtaining a death certificate
- assisting with personal items and affairs including insurance issues
- assisting with visa issues.

In addition Le Cordon Bleu Australia will notify all relevant and authorised parties, including but not limited to, accommodation provider, delivery partners, providers of services such as library and internet/computer access.

On-campus Incidents

If the incident is on campus and involves death, serious injury or a threat to life or property, the General Manager Le Cordon Bleu will be immediately contacted by the staff member who is the first to learn of the incident.

Off-campus Incidents

If the critical incident involves a student or staff member and occurs off-campus, the person receiving the information must immediately contact the General Manager Le Cordon Bleu who will communicate the information to other staff as appropriate.

All reports will include as a minimum:

- time of the incident
- location of the incident
- nature of the incident (eg threat, accident, death or injury)
- names and roles of persons involved (eg staff, international or domestic student).

Training

It is essential that all Le Cordon Bleu Australia staff and the staff of its delivery partners who will come in contact with Le Cordon Bleu Australia students be aware of the Critical Incident policy.

Le Cordon Bleu Australia staff and staff of its delivery partners will be provided with appropriate and sufficient training to enable them to manage the implementation of this Critical Incident policy and its associated procedures.

Le Cordon Bleu Australia will ensure that awareness of the Critical Incident policy is included in staff induction. Le Cordon Bleu Australia delivery partners will ensure that awareness of the Le Cordon Bleu Critical Incident policy is included in staff induction for partner and other staff who will be working with Le Cordon Bleu Australia students.

All Le Cordon Bleu Australia staff will be made aware of all relevant community resources in immediate local area. These include, but are not limited to:

- Funeral Directors
- Police
- Medical Authorities
- Religious Leaders
- Ethnic Group Leaders
- Media Representatives
- Insurance Representatives
- Local Embassy or Consular representatives.

Le Cordon Bleu Australia students will be made aware, on commencement, of the Critical Incident policy, what support is available and how to access it should a critical incident occur, and their responsibilities should they become aware of a critical incident.

PROCEDURES

First Steps

Actioning evacuation procedures and providing first aid or medical assistance as required will be the first priority in all critical incidents.

Reporting and information gathering are urgent but secondary priorities.

The General Manager Le Cordon Bleu, or delegate, will seek all relevant information about the incident. Her or she may request that the information is not immediately made public.

As soon as Le Cordon Bleu Australia is advised of a critical incident having occurred, the following procedures will become effective.

As soon as possible after advised, the General Manager Le Cordon Bleu Australia, or delegate, will liaise with relevant staff to establish a Critical Incident Team who will ensure that the Critical Incident policy is implemented. The team will include, as a minimum:

- General Manager Le Cordon Bleu, or delegate
- Program Manager, or delegate
- Academic Director, or delegate
- Manager Student Services, or delegate
- The Critical Incident Team will enlist the assistance of other staff or agencies or services as deemed appropriate to ensure timely and effective management of the incident in the interests of the student or staff member, Le Cordon Bleu Australia, and its delivery partners.
- In particular assistance will be sought, as required, from Le Cordon Bleu staff with responsibilities for occupational health and safety, first aid, fire wardens, counselling, and public relations.
- The Critical Incident Team will identify a staff member as a single point of contact for all media and other public communications (Media Coordinator), and a staff member with responsibility for coordination and managing the implementation of this Critical Incident policy and the associated procedures (Critical Incident Coordinator). The Critical Incident Coordinator and the Media Coordinator may be, but do not have to be, the same person.
- The approved forms and checklists (available from the Regency TAFE Administration Office for Le Cordon Bleu Australia) will be used to ensure consistent and complete record keeping and communication of the incident, and the management of the incident.
- The first priorities of the Critical Incident Team will be:
 - to identify, to the best of their abilities, what is known, what is not known, and how to gather more information
 - to develop and implement a plan for responding appropriately in a timely manner
 - to develop and implement a plan for communication with all relevant stakeholders, eg family, staff and other students, police, medical services
 - to plan ongoing strategies arising from the incident
 - to allocate individual roles/responsibilities for ongoing tasks.

The Critical Incident Team will ensure a plan is established and communicated to all relevant staff to ensure:

- staff are aware of their roles and responsibilities and the ongoing strategies for managing the incident, and the response to it

- staff are aware of the agencies, organisations and other individuals involved in responding to the incident and their relative roles and responsibilities, including liaison with police, doctors, hospital staff and other relevant professionals
- legal assistance is provided if required
- family members (identified emergency contact person, next of kin, authorised guardian, parents, siblings) are advised of the incident, what is being done in response, who is involved, and what support is available to them
- appropriate and adequate records are kept.

If required, assistance will be given to family members to arrange travel to Australia, or to return a student to his or her home country.

The Critical Incident Team will enlist assistance from and co-opt other relevant staff, agencies and services as required. These may include, but are not limited to:

- administrative staff
- marketing staff
- the students' education agents
- teaching staff
- staff of Le Cordon Bleu Australia's delivery partner
- police
- embassy or consulate staff
- medical services
- friends and classmates of the student.

The Critical Incident Team will have ongoing responsibility for ensuring that:

- staff, students, family, authorities and services are kept informed in a timely and appropriate manner
- Le Cordon Bleu Australia's official response to the incident is appropriate in the circumstances, and takes account of and is respectful of the interests of the students, staff, family, Le Cordon Bleu Australia, and its delivery partners
- appropriate services and assistance are engaged to assist with the management of the incident
- appropriate timely documentation and reporting of the incident and the response to it are undertaken
- all legal responsibilities of Le Cordon Bleu Australia are considered and met.