



Critical Incident Procedure

PROCEDURE

1. GREENWICH ENGLISH COLLEGE PTY LTD CRITICAL INCIDENT MANAGEMENT TEAM

The Greenwich English College Pty Ltd Critical Incident Management Team is responsible for the management and communication of all Critical Incidents for Greenwich English College Pty Ltd. However, this should not limit the actions of staff members in the event of an emergency where contact with a member of the Critical Incident Management Team cannot be immediately made.

At least one member of the Critical Incident Management Team should be onsite (Greenwich English College Pty Ltd, Level 2, 396 Pitt Street, Sydney 2000) during business hours (Monday-Friday 0800-2100). However, in the event that one member of the team is not contactable, staff members should call another member of the Critical Incident Management Team. The Critical Incident Management Team is on call 24hrs/7 days.

CRITICAL INCIDENT MANAGEMENT TEAM CONTACT INFORMATION

Title	Name	Contact Number
Greenwich English College Pty Ltd Reception		(02) 9264 2223
General Manager	Gizelle Rezende	0405 684 333
Director of Studies	Roxana Ene	0420 908 491
Emergency Services	Police/Fire/Ambulance	000 (or 112 from a mobile)

In the event of an emergency, do not delay – call Emergency Services immediately

2. IMPORTANT SERVICES CONTACT INFORMATION

Emergency Services	Contact Number
Emergency Services (Police/Fire/Ambulance)	000 (or 112 from a mobile)
National Security Hotline	1800 123 400
Police (Glebe)	(02) 9552 8099
Police (City Central)	(02) 9265 6499
Police (Town Hall Shopfront)	(02) 9265 6595
State Emergency Services	132 500

Property Services	Contact Number
Energy Australia	133 466

Critical Incident Procedure

Procedure Number: 32

Version/ Date: V1.1- 1st January 2018

Leaking Gas	132 771
Mr B's Hotel (Base building Chief Warden)	(02) 8080 7777
Schindler (Lift company)	131 874
Sydney Water	132092 (General enquiries) OR 132 090 ((Leaks and faults)

Health Services	Contact Number
Abortion & Grief Counselling	1300 363 550
Alcohol and Drug Information	(02) 9361 8000
Alcoholics Anonymous	1300 222 222
Domestic Violence and Sexual Assault Helpline	1800 737 732
Health Direct (24hr Health Advice line)	1800 022 222
Hospital – Bondi Junction Private Hospital	(02) 9387 6622
Hospital – Manly Hospital	(02) 9976 9611
Hospital – Prince of Wales Hospital	(02) 9382 2222
Hospital – Royal North Shore Hospital	(02) 9926 7111
Hospital – St Vincent's Hospital	(02) 8382 7111
Hospital – Sydney Hospital	(02) 9261 9200
Medical Centre – Bondi Junction 7 Day Medical Centre	(02) 9387 7022
Medical Centre – Chinatown Medical Centre	(02) 9212 0228
Medical Centre – Medical Centre and Dental Clinic	(02) 9283 2808
Medical Centre – Hyde Park Medical Centre	(02) 9283 1234
Medical Centre – Manly Clinic	(02) 9977 7612
Medical Centre – Strathfield Plaza Family Medical Practice	(02) 9744 7522
Medical Centre – Sydney Medical Centre	(02) 8116 2995
Hospital Westmead Children's	(02) 9845 0000
Hospital Sydney Children's	(02) 9382 1111
Medical Centre – Travellers Medical & Vaccination Centre (TMVC)	(02) 9221 7133
Mental Health Information	1300 220 4636
Poisons Information Centre	131 126
Rape Crisis Centre NSW	1800 424 017

Other Services	Contact Number
Anti-Discrimination Board of NSW	(02) 9268 5544
Department of Immigration and Boarder Protection (DIBP)	131 881
Gambling Help Line NSW	1800 858 858
Lifeline (Free counselling service)	13 11 14
Medibank Private – Overseas Student Health Cover (OSHC)	Overseas Student 134 148 Working Holiday 134 190
NSW Office of Fair Trading	13 32 20
NSW CRC (Interpreting and Translation Services)	(02) 8255 6767
Translating and Interpreting Service (24 hours per day, 7 days)	131 450

3. STUDENT COMMUNICATION (RESPONDING TO A CRITICAL INCIDENT)

A student of Greenwich English College Pty Ltd may inadvertently be involved in (either directly or indirectly) a Critical Incident

All staff should be familiar with the Greenwich English College Pty Ltd's Critical Incident Management Policy and be ready to respond to students in the event of an incident

Students will be advised via the Greenwich English College Pty Ltd's Student Handbook (provided to students on their first day) and during the student orientation process about important information in the event of an incident including Emergency Contact Information

4. STAFF COMMUNICATION (RESPONDING TO A CRITICAL INCIDENT)

As a staff member of Greenwich English College Pty Ltd, you may inadvertently be involved in and/or be one of the first people notified of a Critical Incident.

Many staff in the event of a Critical Incident, respond by stating that 'they are not qualified to handle an incident'. By familiarising yourself with the Greenwich English College Pty Ltd Critical Incident Management Policy, including the Flow Chart and Emergency Contact Numbers, all staff can work towards assisting other staff, students, and/or visitors of Greenwich English College Pty Ltd in the event of an incident.

A copy of the Critical Incident Management Policy will be provided to you on your first day of employment. A copy is also available at Reception.

CRITICAL INCIDENT – INITIAL STAFF RESPONSE PROCEDURES

1. The staff member involved in and/or the first person notified of a Critical Incident is to assess the situation and consider any apparent risks to their own safety and the safety of others. Provided there is no threat to personal safety, the staff member will take steps to minimise further damage or injury which may involve the assistance of willing bystanders.
2. Where the staff member considers a critical incident to be apparent or likely, they must alert a member of the Critical Incident Management Team and/or the Emergency Services in the event of an emergency.
3. Communication in this instance is to be undertaken immediately and must involve direct dialogue – do not leave voice messages, text messages, and/or emails.
4. The Critical Incident is to be reported to the General Manager as soon as possibly practical.

CRITICAL INCIDENT – CRITICAL INCIDENT MANAGEMENT TEAM PROCEDURES

1. Once a Critical Incident is reported to a Critical Incident Management Team member, they will then assume the responsibility (or when not possible, delegate to a responsible staff member) for reassessing the incident and manage any matters requiring immediate action.
 - Contacting other staff and/or emergency service providers;
 - Establishing clear lines of communication with relevant persons;
 - Informing the General Manager.
2. As soon as possibly practical, the Critical Incident Management Team member will prepare a Critical Incident Form outlining details of the incident.
3. This will lead to a review of the incident, set priorities, allocate tasks/responsibilities and coordinate an immediate response including communications (to staff, students, and stakeholders of those involved in the incident).
4. Following the Incident, a Critical Incident Feedback Form is to be completed as soon as possibly practical.
5. Completed Critical Incident Form and Critical Incident Feedback Form should be submitted to the General Manager.

MEDIA ENQUIRIES (FOLLOWING CRITICAL INCIDENT)

In most instances, Greenwich English College Pty Ltd prefer not to issue a press release in relation to a Critical Incident. All staff advised not to communicate any Critical Incident matters to media and to refer any media enquiries directly to the General Manager.

CRITICAL INCIDENT RECOVERY TIMELINE

The successful management and recovery from a Critical Incident depends on all staff involved and/or aware of the incident taking appropriate action and providing support during and after the incident. Though no two Critical Incidents are the same, below is a general guideline

Immediately (and within 24 hours)

- Ensure the safety and welfare of staff and students and arrange for first-aid if necessary;
- Where possible notify the time and place of the debriefing to all relevant persons;
- Set up a recovery room;
- Gather the facts relating to the incident including persons/witnesses involved;
- Keep staff, students, and/or stakeholders informed.

Within 48-72 hours

- Arrange counselling as needed;
- Provide opportunities for staff and/or students to talk about the incident;

- Provide support to staff and helpers;
- Restore normal functioning as soon as possible;
- Keep stakeholders informed.

Within the first month

- Arrange a memorial service, if appropriate;
- Encourage all stakeholders to participate in meeting to discuss students' welfare;
- Identify behavioural changes and the possibility of posttraumatic stress disorder and refer to Health Contacts for Mental Health Services;
- Monitor progress of hospitalised staff or students;
- Monitor mental and physical health of all helpers;
- Debrief all relevant persons.

In the longer term

- Monitor staff and students for signs of delayed stress and the onset of posttraumatic stress disorder – refer for specialised treatment;
- Provide support if needed;
- Plan for and be sensitive to anniversaries, inquests and legal proceedings;
- Access specialist support if needed.

5. CRITICAL INCIDENTS PROCEDURES

Though no two incidents are the same, and it is almost impossible to anticipate every potential Critical Incident possible, the Critical Incidents Procedures listed below are designed to provide guidance to staff members in dealing with the more common Critical Incidents that may be encountered by staff, students, and visitors of Greenwich English College Pty Ltd.

Whenever responding to a Critical Incident, staff should always ensure that their own safety and the safety of others is not compromised in responding to an incident.

GREENWICH ENGLISH COLLEGE PTY LTD CAMPUS EVACUATION

In the event of a fire, gas leak, bomb threat, building damage, and/or other hazard, it may be necessary for the total evacuation of staff, students, and visitors from the campus.

If a staff member or student notices an event that may necessitate the evacuation of the campus, they should:

1. Immediately report the event to a member of the Critical Incident Management Team;
2. The staff member should ensure that other individuals are removed from the area;
3. The Critical Incident Management Team member will assess the severity of the incident to determine whether or not Emergency Services (Police/Ambulance/Fire) should be notified, and whether a campus evacuation should be initiated;
4. If an evacuation is ordered, and/or the evacuation alert sound (whoop, whoop, whoop), all staff should assist the evacuation of the campus in an

orderly manner using both the west/east side fire exists and proceed to the assembly area designated to await further instructions;

5. The Critical Incident Management Team member will be available to liaise with Emergency Services upon their arrival to assist as requested;
6. No one is to re-enter the campus until approved to do so by the Emergency Services and/or the Critical Incident Management Team.

FIRE

The campus has an Emergency Warning System (EWS) Panel which is activated by the Fire Indicator Panel should a Smoke Detector or Sprinkler head activate. The Fire Indicator Panel (Located on the ground floor near the entrance to Mr B's Hotel) indicates which detector or sprinkler has been activated.

If a staff member or student notices a fire and/or smoke they should:

1. Assess whether or not the matter requires urgent intervention. If so, Emergency Services (Fire) should be called immediately as well as a member of the Critical Incident Management Team; The caller should provide:
 - a. Location
 - b. Nature of emergency
 - c. Their name
 - d. Have someone meet the Emergency Services where possible
2. The Critical Incident Management Team will initiate assistance as required and await response from Emergency Services, and determine whether a campus evacuation should be initiated;
3. If an evacuation is ordered, and/or the evacuation alert sounds (whoop, whoop, whoop), all staff should assist the evacuation of the campus in an orderly manner using both the west/east side fire exists and proceed to the assembly area designated to await further instructions;
4. The Critical Incident Management Team member will be available to liaise with Emergency Services upon their arrival to assist as requested;
5. No one is to re-enter the campus until approved to do so by the Emergency Services and/or the Critical Incident Management Team.

BOMB THREAT

A bomb threat claim could be received in a number of ways including but not limited to phone call, letter, graffiti, and/or in person. All bomb threats (and those that threaten the welfare of the staff, students, and visitors should be taken seriously.

If a staff member or student receives a threat notice they should:

1. If receiving the threat by phone call, collect as much information about the threat as possibly including
 - a. Keep the caller on the phone as long as possible and record the caller's comments word by word;
 - b. Listen carefully for background noises, speech mannerisms, accent, etc. which might give a clue to the age, sex and location of the caller;
 - c. Try to ascertain the whereabouts, timing, and type of threat.

2. Immediately report the threat to a member of the Critical Incident Management Team (including the information noted);
3. The Critical Incident Management Team member will assess the severity of the incident to determine whether or not Emergency Services (Police/Ambulance/Fire) should be notified, and whether a campus evacuation should be initiated;
4. If an evacuation is ordered, and/or the evacuation alert sounds (whoop, whoop, whoop), all staff should assist the evacuation of the campus in an orderly manner using both the west/east side fire exits and proceed to the assembly area designated to await further instructions;
5. All staff, students, and visitors should be advised to take all personal belongings but not to touch anything that does not belong to them;
6. The Critical Incident Management Team member will be available to liaise with Emergency Services upon their arrival to assist as requested;
7. No one is to re-enter the campus until approved to do so by the Emergency Services and/or the Critical Incident Management Team.

INTRUDER

With over 500 students, staff, and visitors who frequent the premises on any given day, staff should always be vigilant and aware of any unfamiliar person on campus.

If a staff member or student notices an intruder (or someone acting suspiciously), they should:

1. Immediately report the intruder to a member of the Critical Incident Management Team (including the intruders whereabouts on the campus, clothing, activities, and whether there is any potential direct threat to persons and/or property);
2. The Critical Incident Management Team member will assess the severity of the incident to determine whether or not Emergency Services (Police) should be notified, and how/if the intruder should be removed from the campus.

MEDICAL EMERGENCIES

In the event of a medical emergency, staff must take every reasonable action to ensure that the affected individual is properly cared for.

If a staff member or student notices an individual with a medical emergency, they should:

1. Assess whether or not the matter requires urgent intervention. If so, Emergency Services (Ambulance) should be called immediately as well as a member of the Critical Incident Management Team; The caller should provide:
 - Location
 - Nature of emergency
 - Their name
 - Have someone meet the Emergency Services where possible
2. The Critical Incident Management Team will initiate assistance as required and await response from Emergency Services;
3. Whilst waiting for the arrival of Emergency Services, staff should take initial care of a person by administering the following basic first aid:

- Maintaining a clear airway;
- Check breathing; and circulation;
- Remain with the affected individual until help arrives.

PERSONAL SAFETY ISSUES

Though Australia is a comparatively safe place to live and has relatively low crime rates, individuals must still take precautionary measures to safeguard their health and wellbeing.

Personal safety issues may include, but are not limited to muggings, theft, sexual harassment, sexual assault, assault, and/or threats.

If a staff member or student notices an individual with a personal safety issue, they should:

1. Assess whether or not the matter requires urgent intervention. If so, Emergency Services (Police and/or the Ambulance) should be called immediately as well as a member of the Critical Incident Management Team;
2. The Critical Incident Management Team will initiate assistance as required and await response from Emergency Services;
3. Whilst waiting for the arrival of Emergency Services, staff should take initial care of a person:
4. Depending on the nature of the personal safety issue, further support and counselling may need to be applied.

MISSING PERSONS

An individual may intentionally or not become un-contactable prompting questions on their whereabouts from family, friends, and associates close to them.

If a staff member or student identifies an individual as missing or lost, they should:

1. Determine that the individual is indeed missing or lost;
2. Compile as much information as possible about the individual (name, possible location, physical description, when they were last seen, any friends or other contact persons who may be able to verify, etc);
3. Notify a member of the Critical Management Team (with this information) who will then make a decision on contacting the Police;
4. The Critical Management Team should then take steps to contact the family of the individual.

DEATH

The death of an individual is always distressing for family, friends, and those associated. This can be further compounded if the death occurs in a foreign country (like most students at Greenwich English College Pty Ltd) which can involve complications such as organising the funeral, repatriation, and other administrative arrangements and formalities.

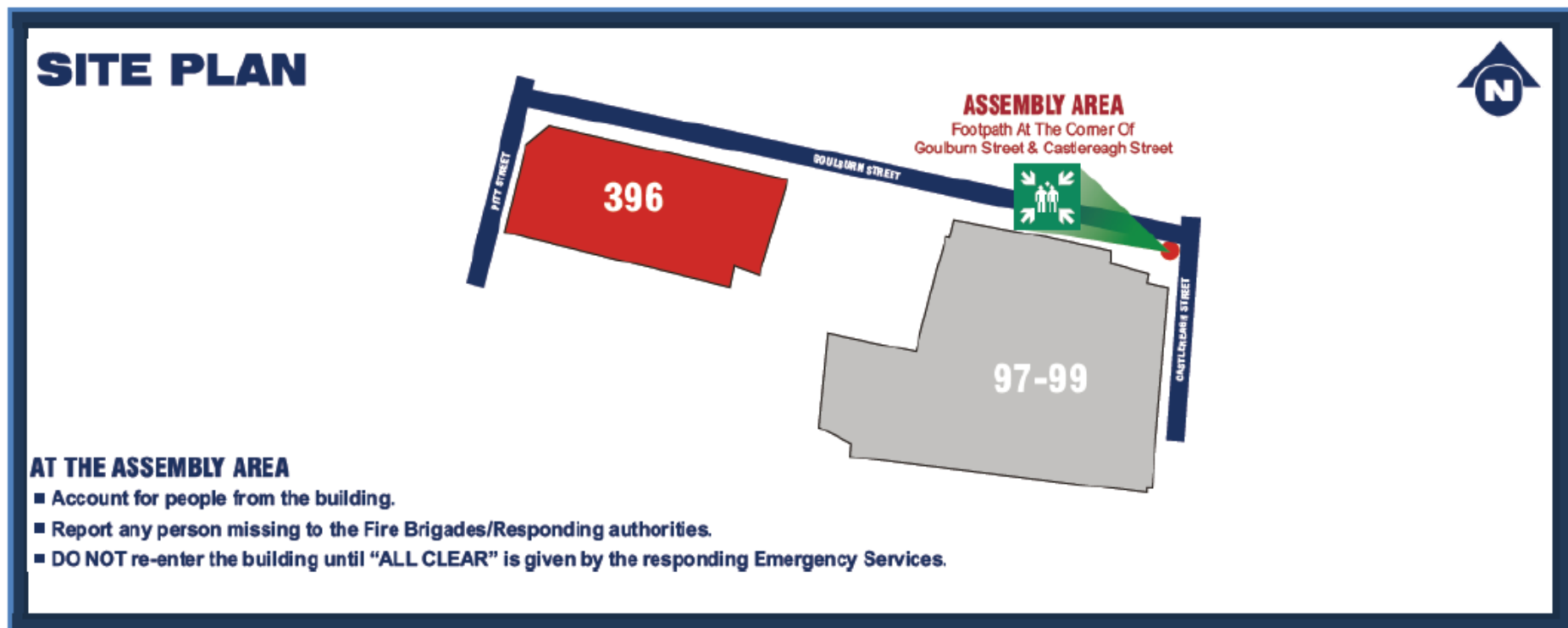
If a staff member or student identifies an individual as deceased, they should:

1. Determine that the individual is indeed deceased (and not in need of emergency medical treatment);

2. Assess whether or not the matter requires urgent intervention. If so, Emergency Services (Police and/or the Ambulance) should be called immediately as well as a member of the Critical Incident Management Team;
3. The area should be made secure to reduce disturbance to the scene, and to reduce possible contact of the deceased with other individuals;
4. The Critical Incident Management Team will initiate assistance as required and await response from Emergency Services;
5. The Critical Incident Management Team will initiate contact with the individuals family (or next of kin), and work with relevant Government and private officials;
6. The General Manager will release communications to staff, and students of Greenwich English College Pty Ltd and advise them of counselling and support services available

PRIMARY ASSEMBLY AREA DIAGRAM

The primary assembly area for Greenwich English College Pty Ltd (Level 2-5, 396 Pitt Street, Sydney NSW 2000) is on the corner of Goulburn Street and Castlereagh Street. Staff, students, and visitors should make their way to the assembly site in an orderly, and calm manner to await further instructions.



**CRITICAL INCIDENT MANAGEMENT FLOW CHART
(STEPS TO TAKE IN THE EVENT OF AN INCIDENT)**

The Critical Incident Management Flow Chart (in conjunction with the Critical Incident Management Policy) provides an outline of the actions required by staff members in the event of an incident.

Though no two incidents are the same, the flow chart provides general guidance on responding to an incident.

