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Government of Western Australia
Department of Training
and Workforce Development

**TAFE INTERNATIONAL WESTERN AUSTRALIA CRITICAL
INCIDENT MANAGEMENT POLICY**

EFFECTIVE: 30 MAY 2024

VERSION: 4.0

All policy and procedural statements contained within this document are lawful orders for the purposes of section 80(a) of the Public Sector Management Act 1994 (WA) and are therefore to be observed by all Department of Training and Workforce Development employees.

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1. POLICY STATEMENT

This policy outlines TIWA's process for responding to, and management of, critical incidents impacting international students while not on campus at their enrolled TAFE college or Western Australian Government school. In relation to the management of critical incidents, TAFE International Western Australia (TIWA) will:

- manage critical incidents effectively and promptly;
- provide support to affected stakeholders;
- reduce the ongoing impact of the incident on the student and/or their family where possible;
- ensure all relevant staff are aware of critical incident management processes;
- ensure comprehensive records are maintained; and
- protect the Department of Training and Workforce Development (DTWD), TAFE colleges, Western Australian (WA) Government schools and other stakeholders from adverse incidents to reduce exposure to loss, and mitigate and control any adverse impact on reputation.

2. SCOPE

This policy applies to critical incidents that involve or affect onshore international students who are enrolled through TIWA at a TAFE college or a WA Government school.

The policy relates to critical incidents that occur while students are not on campus. Where a critical incident occurs on campus within a TAFE college or WA Government school, the relevant critical incident policy and procedures of that location shall apply.

Students participating in International Secondary Student Exchange Programs (ISSEP) are outside the scope of this policy.

In the event of a critical incident, TIWA will provide assistance and support (or similar) where possible. Assistance and support (or similar) offered by TIWA does not extend to financial assistance or support.

3. PRINCIPLES

TIWA will ensure, where practicable, that:

- Critical incidents will be managed effectively and promptly;
- Adequate and appropriate measures are in place to reduce the likelihood of potential emergencies and critical incidents;
- A Critical Incident Response Management Plan exists and is reviewed regularly; and
- All staff and students have access to appropriate trauma debriefing, counselling and support programs where required.

4. BACKGROUND

Critical incidents covered by this policy are classified as follows:

- **Emergency:**
Those incidents which involve the possibility of immediate or imminent threat, physical and/or emotional distress to staff, students and other visitors and which may be regarded as outside the normal range of experience of the people affected, requiring an immediate emergency response.
- **Non-emergency:**

Those incidents which do not involve the need for an initial emergency response but nevertheless involve the possibility of threat, physical and/or emotional distress to students and/or their family, and which may be regarded as outside the normal range of experience of the people affected.

A critical incident may:

- not require an initial emergency response;
- significantly disrupt operations and impact on business continuity;
- have the potential to bring disrepute; and
- impact on a number of areas such as student life, staff performance or physical assets.

Examples of events which may be deemed critical incidents include, but are not limited to:

- missing students;
- severe physical, verbal or psychological aggression;
- issues such as domestic violence, sexual assault, drug or alcohol abuse;
- any fatality, near fatality or incident (such as a car accident) likely to seriously injure or affect a student or students both physically and/or mentally;
- murder or suicide involving students/staff and their family members;
- conviction of a serious offence leading to a jail sentence;
- sectioning of a student under the Mental Health Act;
- development of a pandemic;
- fire, explosion, bomb threat;
- hold-up or attempted robbery;
- threats of violence to staff/students; or
- storms/natural disasters that cause major damage.

TIWA will maintain information on who to contact in the event of an emergency, which will be made available on the TIWA website.

5. DEFINITIONS AND ACRONYMS

5.1 Critical incident

A traumatic event, or threat of such (within or outside Australia) which significantly impacts, or is likely to significantly impact, or threaten a student's wellbeing by causing extreme stress, fear or injury.

5.2 Emergency

A serious, unexpected, and possibly dangerous situation requiring immediate action.

5.3 Non-critical incident

May include routine student welfare concerns, serious academic misconduct, theft or loss of property, property damage, immigration issues or other relatively minor incidents for which TIWA may provide support and assistance through the normal service operations.

5.4 TIWA

TAFE International Western Australia (TIWA) is the unit within the Western Australian (WA) Department of Training and Workforce Development responsible for the recruitment, admission and enrolment of international students studying at WA TAFE colleges and WA Government schools. TIWA is a Registered Training Organisation (RTO) and CRICOS registered provider.

6. PROCEDURES

6.1 Notification

- 6.1.1 In the event of an emergency, TIWA staff will call 000 for Emergency Services (where this has not already occurred).
- 6.1.2 When a TIWA staff member is notified of a critical incident, the incident will be reported to the General Manager TIWA immediately.
- 6.1.3 The General Manager TIWA will assess the circumstances of a critical incident, determine actions to be taken, and assign roles and responsibilities accordingly. The Associate Director Customer Service, Quality & Compliance TIWA will be assigned as liaison officer.
- 6.1.4 To ensure the effective management of a critical incident and that all possible support and actions are taken, TIWA will:
- 6.1.4.1 confirm that the person/s involved in the critical incident are TIWA student/s;
 - 6.1.4.2 record any details of the critical incident provided by the person who reported the incident;
 - 6.1.4.3 assess the critical incident;
 - 6.1.4.4 plan an immediate response;
 - 6.1.4.5 allocate individual roles and responsibilities for ongoing tasks; and
 - 6.1.4.6 plan an ongoing strategy.
- 6.1.5 If the incident is not severe and can be resolved with resources available to TIWA, the General Manager TIWA will initiate action to ensure the appropriate level of support is provided to relevant stakeholders.
- 6.1.6 If the incident is severe and warrants a level of support/assistance from external resources, the General Manager TIWA will initiate action to arrange that support.
- 6.1.7 The General Manager TIWA will notify the Director General DTWD and the Executive Director Service Delivery immediately in the event of:
- 6.1.7.1 the death of a student/s;
 - 6.1.7.2 serious injury to a student/s;
 - 6.1.7.3 diagnosis of a life threatening infectious disease to a student/s; and
 - 6.1.7.4 any other critical incident where it is deemed necessary.
- 6.1.8 In the event of a critical incident outlined in 6.1.7, the General Manager TIWA will notify the TAFE college Managing Director.
- 6.1.9 If the affected student/s is enrolled at a WA Government school, the General Manager TIWA will notify the Director Public Schools Planning, Department of Education (DoE)

who will be responsible for advising the Director General DoE as appropriate. The General Manager TIWA will also notify the School Principal.

6.1.10 The Director General DTWD will notify the Minister for Training and Workforce Development.

6.2 Assessment

6.2.1 The General Manager TIWA will perform an initial assessment of a critical incident, which will involve:

- 6.2.1.1 obtaining accurate and up-to-date information about what happened and about the current situation to clearly understand the critical incident;
- 6.2.1.2 confirming the identity of the person/s involved and gathering information from sources such as the student's TAFE college or school, security, police, hospital, and friends;
- 6.2.1.3 collating known student information, for example student ID number, local address, next of kin, nationality, religion, known medical conditions, OSHC provider and sponsor/agent; and
- 6.2.1.4 discussing and planning an immediate response, allocation of specific roles and responsibilities and, depending on the type of incident, discussing and planning an ongoing strategy.

6.2.2 TIWA will undertake necessary actions in accordance with the *Critical Incident Checklist of Tasks* (Appendix 4).

6.3 Communication with stakeholders

6.3.1 The General Manager TIWA will assign roles and responsibilities regarding communication and liaison with external stakeholders which will depend on the specific circumstances of the critical incident.

6.3.2 In the event that TIWA is notified of a critical incident by the police or the incident is referred to the police for investigation, TIWA staff will not initiate any action or communication until advised by the police.

6.3.3 If a critical incident results in the death of a student a Coronial Officer may be assigned to assist the family.

6.3.4 Where a critical incident is rated as a non-emergency and is not subject to a police investigation, TIWA staff will contact relevant stakeholders as appropriate.

6.3.5 Designated TIWA staff will contact the next of kin to inform them of the current situation. TIWA will arrange or provide support to them and arrange interpreting services if necessary. If a student dies, is critically injured or ill, issues related to burial/repatriation and/or memorial service may need to be discussed with the family.

6.3.6 Depending on the nature of the critical incident, or if the student is in hospital, appropriate transportation or accommodation may be arranged for members of the family.

6.3.7 Where applicable and appropriate, TIWA will notify the following external stakeholders of a critical incident and provide liaison support:

- Sponsor
- Education agent

- Consulate
- Accommodation provider
- Relevant students and staff
- Hospital
- Overseas Student Health Cover (OSHC) provider

- 6.3.8 TIWA's Student Welfare Coordinator will contact the student's TAFE college or WA Government school to arrange counselling and/or debriefing sessions for affected individuals and/or groups of staff and students, or the facilitation of referrals to an external provider, as required.
- 6.3.9 Where appropriate, TIWA's Student Welfare Coordinator will notify the student's relevant spiritual or religious group/organisation and discuss support they can offer.
- 6.3.10 The TAFE college Managing Director or School Principal will inform relevant staff. The TAFE college or WA Government school will make appropriate arrangements for affected students, which may include extensions for assignments, release from class, deferred examinations or other special consideration.
- 6.3.11 The Associate Director Customer Service, Quality & Compliance TIWA will discuss and resolve issues such as a fee refund, approving a leave of absence or deferred examinations with relevant TAFE college or WA Government school staff.
- 6.3.12 If necessary, TIWA will inform the Department of Home Affairs about the situation and any student visa implications through the Provider Registration and International Student Management System (PRISMS).
- 6.3.13 Any notices to TIWA, TAFE college or WA Government school staff must be approved by the General Manager TIWA prior to distribution.
- 6.3.14 No communication with any external media organisation shall occur without the prior approval and direction of the Director General DTWD. Internal notices to staff and students must be approved by the General Manager TIWA, prior to release.

6.4 Death of a student

- 6.4.1 In the event of a student death, the Associate Director Customer Service, Quality & Compliance TIWA will:
- 6.4.1.1 discuss funeral arrangements with the student's family and, if required, liaise with the funeral company;
 - 6.4.1.2 coordinate the repatriation of the body and personal effects in line with the students family's wishes, and in accordance with Australian regulations; and
 - 6.4.1.3 offer assistance arranging the funeral or memorial service if the family request that funeral arrangements be made in Western Australia.
- 6.4.2 In the event of a student death, TIWA staff will seek to accommodate the cultural and religious customs of the deceased student's family at all times.
- 6.4.3 TIWA will report the student's death in PRISMS.

6.4.4 TIWA will ensure that appropriate levels of support services are made available to staff and students who may be affected by the death, and that they are made aware of how to access support.

6.5 Follow up and review

6.5.1 Where a student is in critical condition, or has requested TIWA to notify their family, the Associate Director Customer Service, Quality & Compliance TIWA in consultation with the TAFE college or WA Government school will nominate a single point of contact for all family liaison.

6.5.2 Following a critical incident, TIWA will monitor the condition of student/s affected and liaise with the student/s or authorised contact, police or other services as required to monitor status of incident.

6.5.3 TIWA will conduct a needs assessment of support services and available resources and facilitate referrals to/liase with other services and/or provision of resources as required.

6.5.4 Relevant stakeholders involved in a critical incident will be referred to appropriate support services where required. TIWA staff will maintain contact with stakeholders who require ongoing support.

6.5.5 Where appropriate, the General Manager TIWA will conduct a debriefing session with relevant stakeholders directly involved in a critical incident.

6.5.6 Staff involved in a critical incident will review the implementation of procedures and responses and suggest possible improvements for the management of future critical incidents.

6.5.7 The Associate Director Customer Service, Quality & Compliance, TIWA will ensure that appropriate records are maintained for at least two years after the international student ceases to be an accepted student. This will include detailed documentation about each phase of the response process, copies of emails and letters, records of significant interactions that occur, and contact details for significant people in the process using the *Critical Incident Report Form* (Appendix 5) or appropriate recording format.

6.5.8 Any action taken in regard to a critical incident will be recorded in HPE Content Manager and will include a record of the outcome/s or evidence if the incident is referred to another person or agency.

7. GUIDELINES

N/A

8. RELATED POLICIES AND OTHER RELATED DOCUMENTS

- *Care of International Students Policy*
- *DoE's Emergency and Critical Incident Management Policy*
- *DTWD's Duty of Care Policy for Minors Attending TAFE Colleges*

9. RELEVANT LEGISLATION

- *Education Services for Overseas Students (ESOS) Act 2000*
- *Emergency Management Act 2005*
- *Emergency Management Regulations 2006*
- *National Code of Practice for Providers of Education and Training to Overseas Students 2018*
- *National Vocational Education and Training Regulator Act 2011*
- *Occupational Safety and Health Act 1984*
- *Occupational Safety and Health Regulations 1996*
- *Standards for Registered Training Organisations (RTOs) 2015 or its successor*
- *Vocational Education and Training Act 1996*
- *Vocational Education and Training (General) Regulations 2009*

10. REVIEW DATE

30 May 2026

Development date		May 2012	
Date	Name	Reason	Outcome & Changes
2012	Director Academic Strategy	Continuous Improvement	Reviewed in accordance with National Code 2007 requirements (Standard 6).
2014	Director Academic Strategy	Continuous Improvement	Editing to reflect changes to International Student Critical Incident Management Procedures – Version 2.
2015	Director Academic Strategy	Continuous Improvement	Updated to reflect introduction of <i>Standards for Registered Training Organisations (RTOs) 2015</i> and change in personnel.
2016	Director Academic Strategy	Sectoral changes	Updated to reflect change from ETI to TIWA and STPs to TAFE colleges.
2017	Manager Education Programs	Request of A/DG	Reviewed and re-written to align with current TIWA practices.
2018	Manager Education Programs	National Code 2018 compliance	Minor updates to reflect changes to the National Code.
2021	Manager Customer Services	Continuous improvement	Policy review
2024	Manager Quality and Compliance	Policy review	Updated template and amendments to Policy Statement, Scope, Principles, Background, Definitions and Acronyms, Procedures, Related Policies and Other Related Documents and Relevant Legislation sections as well as Appendix 1, 2, 3, 4 and 5 to incorporate feedback from external auditor.

11. CONTACT INFORMATION

TAFE International Western Australia
Service Delivery Directorate

APPENDIX

Appendix 1: Critical Incident Response Table – Key contacts

Appendix 2: Contact Details for Responsible Officers – TAFE colleges

Appendix 3: Contact Details for Responsible Officers – Western Australian
Government Schools

Appendix 4: Critical Incident Checklist of Tasks

Appendix 5: Critical Incident Report Form

Appendix 1: Critical Incident Response – Key contacts

To be used in conjunction with TIWA's *Critical Incident Checklist of Tasks* (Appendix 4).

INCIDENT	LEVEL OF INCIDENT	PRIMARY CONTACTS	SECONDARY CONTACTS
Death of student	4	<ul style="list-style-type: none"> • Police • Hospital • Next of kin • Student Administration (at college and TIWA) • Director General DTWD • Executive Director Service Delivery (DTWD) • Director Public Schools (DoE) • Managing Director (college) or Principal (School) 	<ul style="list-style-type: none"> • Accommodation provider • Consulate • Relevant students • Academic staff at college or school • Administration staff (TIWA) • DTWD Communications and Marketing • Department of Home Affairs (Home Affairs)
Attempted suicide	3	<ul style="list-style-type: none"> • Police • Hospital • Next of kin • Student Administration (at college and TIWA) • Director General DTWD • Executive Director Service Delivery (DTWD) • Director Public Schools (DoE) • Managing Director (college) or Principal (School) 	<ul style="list-style-type: none"> • Accommodation provider • Relevant students • Academic staff at college or school
Life threatening injury or illness	3	<ul style="list-style-type: none"> • Hospital • Next of kin • Director General DTWD • Executive Director Service Delivery (DTWD) • Director Public Schools (DoE) • Managing Director (college) or Principal (School) 	<ul style="list-style-type: none"> • OSHC provider • Academic staff at Institute • Administration staff (college, school and TIWA) • Accommodation provider
Missing student	3	<ul style="list-style-type: none"> • Hospital • Next of kin • Director General DTWD • Executive Director Service Delivery (DTWD) • Director Public Schools (DoE) • Managing Director (TAFE college) or Principal (School) 	<ul style="list-style-type: none"> • Accommodation provider • Consulate • Relevant students • Academic staff at college or school • Administration staff (college or school and TIWA) • DTWD Communications & Marketing • Department of Home Affairs (Home Affairs)
Sexual and/ or physical assault	2/3	<ul style="list-style-type: none"> • Police • Hospital • Director General DTWD • Executive Director Service Delivery (DTWD) • Director Public Schools (DoE) • Managing Director (college) or Principal (School) 	<ul style="list-style-type: none"> • Accommodation provider • Relevant students • Academic staff at college or school
Mental health crisis	3	<ul style="list-style-type: none"> • Police • Hospital • Director General DTWD • Executive Director Service Delivery (DTWD) • Director Public Schools (DoE) • Managing Director (college) or Principal (School) 	<ul style="list-style-type: none"> • Accommodation provider • Academic staff at college or school

INCIDENT	LEVEL OF INCIDENT	PRIMARY CONTACTS	SECONDARY CONTACTS
Drug/ Alcohol overdose	2/3	<ul style="list-style-type: none"> • Police • Hospital • Director General DTWD • Executive Director Service Delivery (DTWD) • Director Public Schools (DoE) • Managing Director (college) or Principal (School) 	<ul style="list-style-type: none"> • OSHC Provider • Accommodation provider • Relevant students • Academic staff at college or school

Description of Incident Levels

Level 1	Minor Incident	Non-permanent injury to self or others; first aid administered successfully; no requirement for injured person to leave campus or school for treatment
Level 2	Major incident or emergency	Injury requiring medical treatment or hospitalisation, may not be permanent or life threatening; student participation in training or schooling affected
Level 3	Crisis	Hazardous situation; emergency hospitalisation required; injury sustained may be permanent or life threatening; student participation in training or schooling affected
Level 4	Fatality	Death of student

Appendix 2: Contact Details of Responsible Officers – TAFE Colleges

Name	Title	Work Phone	Mobile Phone	Organisation
Brad Jolly	Executive Director, Service Delivery	(08) 6551 5125	0427 190 928	Department of Training and Workforce Development (DTWD)
Karen Kelleher	General Manager	(08) 9218 2161	0427 823 231	TAFE International Western Australia (TIWA)
Jacqui Johnstone	Associate Director Customer Service, Quality & Compliance	(08) 9218 2151	0407 022 932	TAFE International Western Australia (TIWA)
	Plus relevant college Managing Director or nominee			

Appendix 3: Contact Details of Responsible Officers – Western Australian Government Schools

Name	Title	Work Phone	Mobile Phone	Organisation
Karen Kelleher	General Manager	(08) 9218 2161	0427 823 231	TAFE International Western Australia (TIWA)
Jacqui Johnstone	Associate Director Customer Service, Quality & Compliance	(08) 9218 2151	0407 022 932	TAFE International Western Australia (TIWA)
Pam Moss	Director Public Schools Planning	(08) 9264 4275	0417 970 195	Department of Education (DoE)
	Plus relevant School Principal or nominee			

Appendix 4: Critical Incident Checklist of Tasks

Student Name:		File Reference Number:	
Address:		Date of Birth:	
Name and phone number of next of kin:			
TASKS	Completed by:	Completed (Initial and Date)	File Note Completed (Initial and Date)
Notification			
If required, call to 000 for Emergency Services	TIWA staff member		
Notification to General Manager TIWA and relevant staff	TIWA staff member		
Confirmation of student's identity	Associate Director Customer Service, Quality & Compliance TIWA		
Obtain details of the incident from the person who reported	Student Welfare Coordinator TIWA or designated delegate		
In the event of a student death, serious injury or life threatening illness or other circumstance, report to: <ul style="list-style-type: none"> - Director General DTWD - Executive Director, Service Delivery DTWD - Director Public Schools Planning DoE - TAFE college Managing Director / School Principal 	General Manager TIWA		
Create Incident Log entry	Student Welfare Coordinator TIWA or designated delegate		
Assessment			
Update and gather information from relevant sources (e.g. hospital or police)	Associate Director Customer Service, Quality & Compliance TIWA or designated delegate		
Review student's file for detailed information and collate relevant information	Student Welfare Coordinator TIWA or designated delegate		
Intervention plan for response and strategies	Associate Director Customer Service, Quality & Compliance and General Manager TIWA		
Allocation of roles and responsibilities	General Manager TIWA		
Access to emergency funds if required	Associate Director Customer Service, Quality & Compliance and General Manager TIWA		
Communication with stakeholders			
Contact next of kin	Associate Director Customer Service, Quality & Compliance or General Manager TIWA		
Contact hospital/police/doctors	Associate Director Customer Service, Quality & Compliance TIWA or designated delegate		

Contact consulate	General Manager TIWA or designated delegate		
Contact Sponsor/Agent	Student Welfare Coordinator TIWA or designated delegate		
Contact accommodation provider/housemates	Student Welfare Coordinator TIWA or designated delegate		
Contact other relevant students	Student Welfare Coordinator TIWA or designated delegate		
Contact external counselling services	Student Welfare Coordinator TIWA or designated delegate		
Contact relevant staff (TAFE/School)	Associate Director Customer Service, Quality & Compliance TIWA or designated delegate		
Contact the Department of Home Affairs	Associate Director Customer Service, Quality & Compliance TIWA or designated delegate		
Contact OSHC provider	Student Welfare Coordinator TIWA or designated delegate		
Contact spiritual/religious organisation (if appropriate)	Student Welfare Coordinator TIWA or designated delegate		
Communication with external media	Director General DTWD or approved delegate		
Follow up			
Assess the need for ongoing counselling and support	General Manager TIWA		
Assess the need for a debriefing session	General Manager TIWA		
Discuss with funeral arrangements with the student's family	General Manager TIWA or designated delegate		
Discuss insurance matters with the student's family	Associate Director Customer Service, Quality & Compliance TIWA or designated delegate		
Arrange interpreters	Student Welfare Coordinator TIWA or designated delegate		
Arrange transfer of possessions to student's family, if not covered by insurance	Associate Director Customer Service, Quality & Compliance TIWA or designated delegate		
Evaluation			
Conduct debriefing session	General Manager TIWA		
Staff evaluation	General Manager TIWA		
Update relevant records	Student Welfare Coordinator TIWA		
Incident resolved			
File closed	Associate Director Customer Service, Quality & Compliance TIWA		

Student name:		File reference Number:	
Institution name:		Date of Birth:	
Date of incident:		Time of Incident:	
Location of incident:		Time Incident reported to General Manager:	

INCIDENT INFORMATION

Who is involved?

What happened/is happening?

What is the current situation?

How did it happen?

Other relevant information:

WITNESS TO INCIDENT

Full Name	Phone Numbers	Email address