

These Procedures support the *Critical Incident and Business Continuity Policy*

Procedures Owner: College Director and Principal / Associate Principal

Keywords: Critical Incident, Business Continuity, Disruption, Recovery

Intent	1
Organisational Scope	1
Definitions	1
Procedures Content	
Provide Emergency Response	2
Critical Incident Management Plan Activation and Escalation	2
Activate the Critical Incident Management Team	5
Call for Specialist Support	5
Crisis Communication	6
Provide Mandatory Notifications	7
Conduct Post-Incident Review/Debrief and Reporting	7
Related Documents	8
Contact Information	8
Approval History	8
Figure 1: Criticality Matrix	2
Figure 2: Critical Incident Management Process	3
Figure 3: Critical Incident Management Team Process	6
Appendix 1: CIMT Meeting Agenda Guide	9
Appendix 2: Health and Safety Considerations	10

1. INTENT

- 1.1 These Procedures are to enable Australian College of Technology or Partner Provider ('ACBT or the 'College') to:
 - a) provide a coordinated response to dealing with, and continuing business operations during a Critical Incident.
 - b) support the Critical Incident Management Team (CIMT) in providing a consistent approach to responding to a Critical Incident.
- 1.2 These Procedures support the *Critical Incident and Business Continuity Policy*.

2. ORGANISATIONAL SCOPE

- 2.1 These Procedures apply to all members of the ACBT / Partner Provider community.

3. DEFINITIONS:

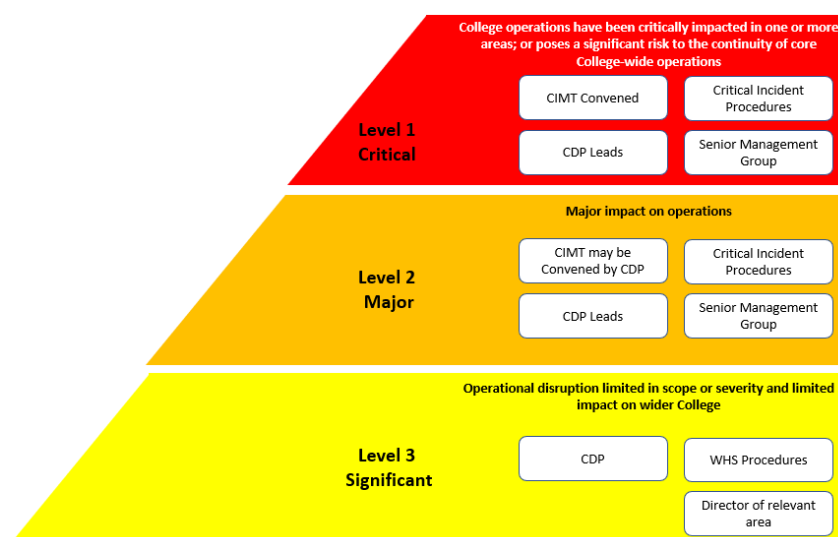
- 3.1 The *Glossary of Policy Terms* applies to these Procedures.

4. PROCEDURES CONTENT:

Provide Emergency Response

- 4.1 Provide **Emergency Response** as per the *Wellness, Health and Safety Procedures*.
- 4.2 If the Incident involves **Sexual Assault and/or Sexual Harassment**, also follow the *Sexual Assault and Sexual Harassment Response Procedures* to provide appropriate support to the victim-survivor and, if it is an ACBT or Partner Provider Student or Staff member, the alleged perpetrator
- 4.3 Notify the College Director / Associate Principal and Principal, or a member of the Senior Leadership Team.
- 4.4 The College Director and Principal will use the **Criticality Matrix** (Figure 1) to determine the level of Incident. The level of the Incident determines the team to be notified and the plan to be activated.

Figure 1. Criticality Matrix



- 4.5 For a **Level 3 Incident (Significant)**, for the appropriate Emergency Response. The Senior Management Group will provide support for Incident management and recovery and the College Director/ Associate Principal and Principal will provide guidance in relation to Business Continuity.
- 4.6 For a **Level 2 Incident (Major)** or a **Level 3 Incident (Critical)** follow these Procedures.

Critical Incident Management Plan Activation and Escalation

- 4.7 Determine the type of Incident:
 - a) Emergency;
 - b) Property / Facilities;
 - c) Information Technology / Cyber;
 - d) Student Specific; or
 - e) Other;
 and follow the relevant **Critical Incident Management Process** (Figure 2).

Figure 2. Critical Incident Management Process

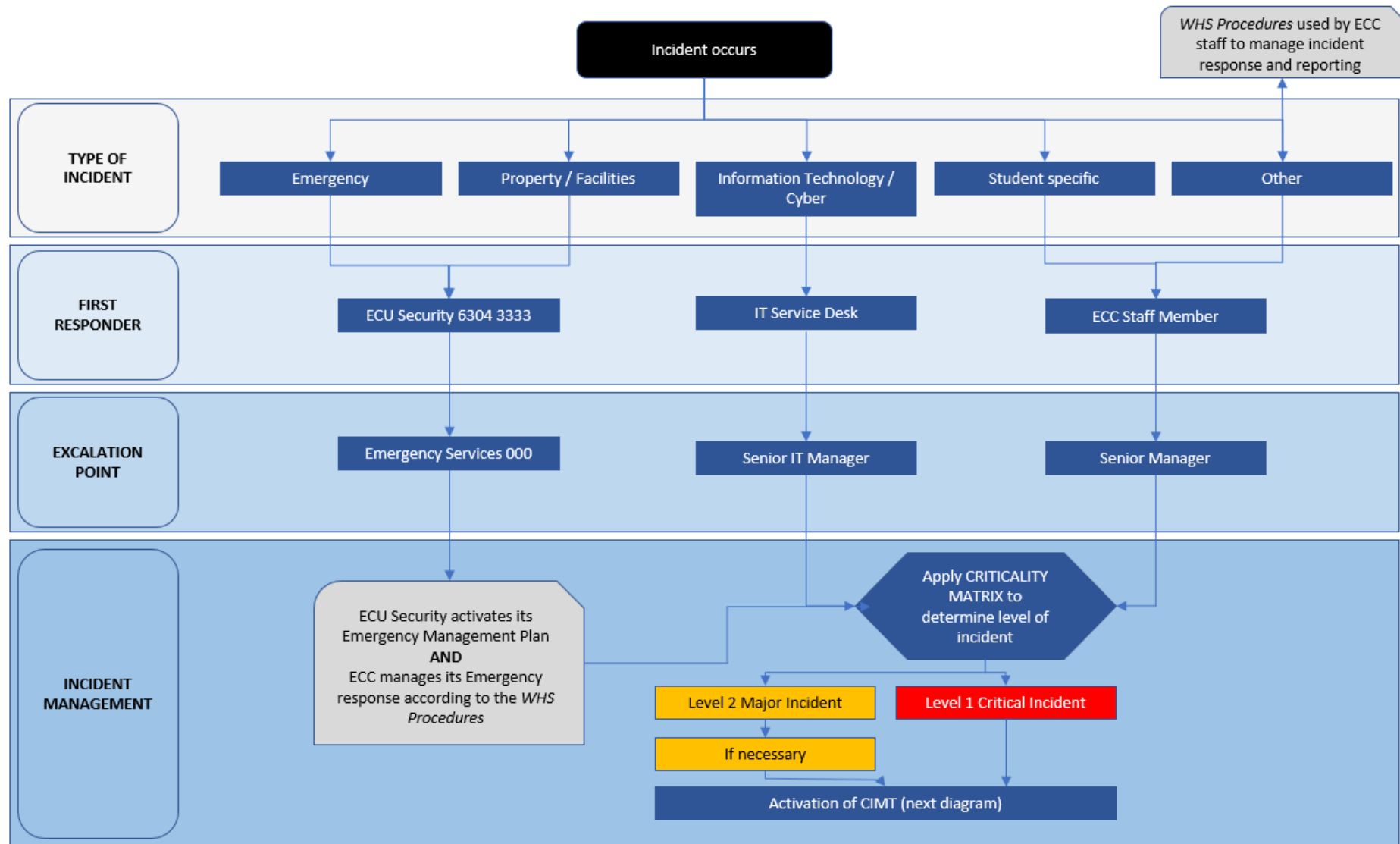
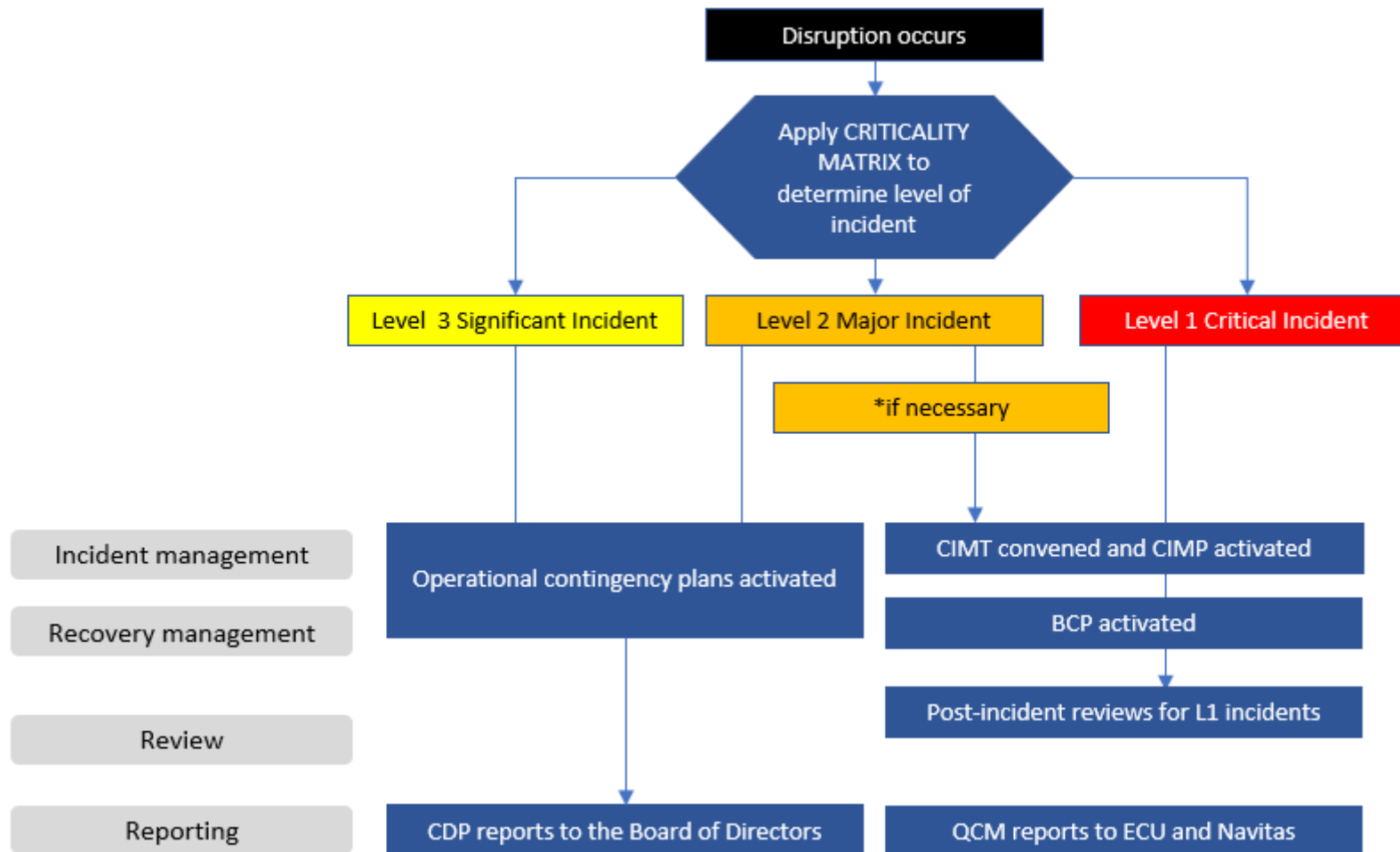


Figure 2. Critical Incident Management Process (Continued)



Activate the Critical Incident Management Team (CMIT)

4.8 The Critical Incident Management Team will be activated by the College Director and Principal for most **Level 2 (Major)** and for all **Level 1 (Critical)** Incidents.

4.9 The Critical Incident Management Team (CIMT) members and roles are:

Role	Key Responsibilities
College Director / Associate Principal and Principal	<ul style="list-style-type: none"> Recovery Director – head the CIMT. Liaise with Board of Directors, General Manager, UPA, Emergency Services and Diplomatic Post or Embassy. Ensure effective management of the CIMT. Ensure control of all organisational and operational implications. Maintain communication flows with key stakeholders Coordinate all crisis-related internal and external communications. Assist Navitas Executive General Manager and ECU as Media Liaison.
Academic Director and/or Associate Principal	<ul style="list-style-type: none"> Coordinate communication to students and teaching staff. Manage teaching teams as appropriate. Support students when and if needed.
Director / Head of Marketing and Admissions	<ul style="list-style-type: none"> Coordinate website communications. Act as Agent Liaison. Managing Marketing and Admissions team as appropriate. Maintain communication flows with key stakeholders, including future students and key market stakeholders.
Quality and Compliance Manager	<ul style="list-style-type: none"> Advise on compliance, risk, regulatory or governance matters. Ensure effective administrative support to CIMT. Advice on enactment and content of Critical Incident Management Plan and/or Business Continuity Plans. Maintain communication flows with key stakeholders. Organise CIMT meetings, document and record actions.

4.10 Where a Site Liaison person is required, the CIMT will send the ACBT OSH Representative to attend the Incident Site.

Call for Specialist Support

4.11 The College Director / Associate Principal and Principal will determine whether specialist support for the CIMT from within ECC, ECU and/or Navitas is required.

4.12 Once the CIMT is convened, the College Director / Associate Principal and Principal will contact the Chair of the Board of Directors to provide an overall briefing on the Incident.

4.13 The CIMT Process is outlined in Figure 3, below:

Figure 3. Critical Incident Management Team Process

Activation	Additional considerations	Meeting actions	Recovery
CIMT activated by CDP	Determine communication requirements	Standard Agenda template (Appendix 1) is used to guide meeting.	Post-Incident Review
CDP holds CIMT meeting	Assign a Site Liaison if required		Post-Incident Reporting
CDP may inform the Board of Directors at any point, as appropriate	The OSH Representative assesses site and may secure areas if danger is identified.	CDP provides summary of the Incident and information available to date	Post-Incident Debrief
	Report the Incident if required ('notifiable' – see Appendix 2).		
	Determine any other necessary attendees / specialist support teams	CIMT considers resolution of issues and Incident response actions across staff, student and governance/legal matters	



Crisis Communication

4.14 In most instances, the Crisis Communications Matrix will guide communications:

Crisis Communications Matrix

Audience	Deliverable	Channel	Frequency	Coordinator
Staff	Informational updates from CDP. Overarching / inspiring message from CDP at	Global email Staff portal FAQs Website	Initial, then daily/as needed	CDP
Staff – L & T	Teaching-specific contingencies, information	Email, SMS	Immediate, then as needed	AD / AP
Students - all	Informational updates on the Incident	Global email SMS Social Student Portal FAQs	Immediate, then as needed	AD / AP
Students – International	For issues affecting international borders, visas, enrolments etc.	Email, FAQs Website Social media	As needed	DMA. SASM
Students – Future	Providing holding lines/FAQs to address enquiries	FAQs, social media	Initial, then as needed	DMA

Board of Directors	Updates on Incident	CDP phones Chair	As needed	CDP
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- 4.15 For Critical Incidents (Level 1), the College Director and Principal may form a Crisis Communications Subgroup to discuss communication requirements in further detail, particularly when:
- a) there is a need for key messaging via staff or student via global email;
 - b) mass communications are required;
 - c) media needs to be engaged/have contacted ACBT; or
 - d) pro-active messaging is required to protect ACBT and Partner Provider brand or reputation.
- 4.16 Final approval of crisis communication is provided by the College Director / Associate Principal and Principal (or Nominee).

Provide Mandatory Notifications

- 4.17 Refer to Appendix 2 to determine whether the Incident is Notifiable, meaning it must be reported to relevant authorities.
- 4.18 Determine whether the Incident will significantly affect ACBT's or partner providers ability to meet the *Threshold Standards of the Tertiary Education Quality and Standards Agency Act 2011*, and if so, the Quality and Compliance Manager will submit the required notice to ECC via email within fourteen (14) Calendar Days and retain the records.
- 4.19 Determine whether an Underage Student (Minor) has been involved in the Incident, and if so, contact the Student Counsellor as soon as possible.
- 4.20 A member of the CIMT, the Student Counsellor or the CC Representative will inform and consult with the following individuals and agencies:
- a) Parent or legal guardian;
 - b) Police; and

Conduct Post-Incident Review/Debrief and Reporting

- 4.21 The College Director and Principal determines when a coordinated response to a Critical Incident is no longer needed.
- 4.22 The Quality and Compliance Manager will schedule a Post-Incident Review/Debrief for all Critical Incidents (Level 3) so that it can be completed within a reasonable timeframe following the end of the Incident. The College Director / Associate Principal and Principal will initiate a Post-Incident Review/Debrief for a Major Incident (Level 2) if it is deemed that there are benefits from identifying lessons learnt that may be applicable to the College.
- 4.23 The College Director / Associate Principal and Principal will provide a Post-Incident report to the Board of Directors, Navitas and ECC.
- 4.24 A Post-Incident Review/Debrief involving all members of the CIMT will be held within a week of the end of the Incident to consolidate lessons learned and develop, address and rectify opportunities for improvement, and consider:

- a) what went well (to be reinforced and highlighted);
- b) what needs amendment or adjustment;
- c) where there are gaps;
- d) what needs to be created or fixed; and
- e) who needs to be informed of action plans arising out of the Review/Debrief.

5. RELATED DOCUMENTS

5.1 These Procedures are support the *Critical Incident and Business Continuity Policy*:

5.2 Related ACBT Health and Safety documents include:

Sexual Assault and Sexual Harassment Prevention and Response Policy
Student Wellbeing, Counselling and Support Policy
Wellness, Health and Safety Policy
Underage Students (Minors) Policy

6. Responsibilities – Critical Incident Team

This team will convene as soon as possible to plan an immediate response, allocate responsibilities and determine ongoing strategies.

Contact		Office Number
Executive Director:	Mr Erath Karunaratne	+94 11 2555123 ext 300
Chief Operating Officer :	Mr Krishan Senaratna	+94 11 2555123 ext 301
Colombo Campus GM:	Mr David Matthews	+94 11 2555123
Kandy Campus GM :	Mr Indika Abeysooriyaarachchi	+94 81 2205800
ACBT Associate Principal:	Mr Chaminda Ranasinghe	+94 11 2555123 ext 304
Deputy Principal Kandy Campus:	Dr Viduranga Waisundara	+94 81 2205800
Finance Manager	: Ms Chanuri Bopage	+94 11 2555123 ext 115
Quality & Compliance Manager:	Mr.Rienzie Anderson	+94 11 2555123 ext 305
Manager English/IELTS :	Ms Chaturika	+94 11 2555123 ext 120
Marketing Manager:	Ms Manisha Gunasekara	+94 11 2555123 ext 105
Permanent Lecturer:	Mr Vipula Wanigasekara	+94 11 2555123 ext 136
ACBT administration staff are in attendance 7:30am to 7:00pm with classes till 9:00pm, 7 days a week. In the event of an after-hours emergency, please contact on-site security (at Reception or the garage)		

7. Guidelines

The following information is intended to act as a guide for the types of actions, responsibilities or issues that may need to be addressed by the critical incident team, particularly if the incident results in the death of an ACBT student.

6.1 Police/Hospital and Coroner Involvement

- The police must investigate all sudden unexpected death. Police actions include:
 - Reporting the death to the Coroner
 - Notifying Next of Kin
 - Obtaining official identification of the deceased (this must be done by a person who has known the individual for at least the past year)
 - Conducting investigations (interviewing witnesses or others involved, collecting evidence and delivering specimens for analysis).
- Where a death requires a Coroner's investigation, the body is taken to the morgue where it may be viewed by relatives (not touched). Once coronial inquiries are completed, the body will be released for funeral directors to await instructions from the next of kin.
- In some cases, post mortems/autopsies are conducted to determine the medical cause of death. This usually involves an internal and external investigation of the body, and of tissue, organ, and blood specimens taken from the body. There may be cultural/religious objections concerning a post mortem. These can be discussed with the coroner, but such objections rarely influence a coroner's decision to conduct the autopsy.
- In some cases (murder) an inquest may be legally required. This is a public hearing before a coroner to decide the circumstances of death.
- If necessary, the Critical Incident Team will assist with identification of the body at the mortuary and liaise with parents regarding funeral arrangements and/or transfer the body overseas.

6.2 Family, Friends and Staff

- Once death/injury has been confirmed, the initial contact with next of kin/significant others needs to be considered carefully. What is the appropriate manner of contact? What were the circumstances of the tragedy? Once established, maintain contact with those who may need ongoing support, often at times and in locations outside of the normal College routine. Consideration should be given to personal contact with victims and those affected by the incident outside of normal hours. Family, friends and Homestay family of the victim(s) are a priority.
- In exceptional circumstances, the Critical Incident Team will assess those affected by the incident and make referrals for counselling and/or advice to agencies outside of those normally provided by the University.
- Appropriate cultural responses may be put in place, interpreters may be provided, and overseas authorities, such as embassies and legations, notified.
- Staff should be advised re: information guidelines for students. There may be a need to issue a written statement to staff and students, within the guidelines of the Privacy Act.
- There may be a need to identify others who may be affected by the incident to provide re-assurance and minimise distress. It is important to return to normality as soon as possible. Line managers/supervisors should meet with staff at the end of the working day to debrief staff and assist in the recovery process. Where appropriate, staff and students they may be directed to seek professional counselling.

6.3 Agents

- If applicable, the agent(s) involved with the student(s) involved in a critical incident should be contacted. Often parents/family will contact the agency directly. It is important to contact the family directly, but if going through an agent, be absolutely clear about details and what message to convey/how etc.

- Agents in the home country of the victim(s) need guidelines about what information to give out. If the matter is complex, a written bulletin may be necessary.

6.4 Interpreters

- It is important to use a certified translator. Using students and staff may lead to inaccurate (and possibly culturally insensitive) conveyance of the information. It also may lead to an additional risk if they become too closely involved with the situation. Many embassies etc. have information on suitable translators.

6.5 Religious Issues

- Contact will be made with an appropriate religious group on request from the next-of-kin and the Critical Incident Team will notify staff and students as appropriate.
- Where the family has no wish for religious services, but there are those who may be indirectly affected, the ACBT management will be contacted

6.6 Media Liaison

- All staff should be advised of name and contact details of the designated Media Liaison and the procedure for directing media inquiries;
- A press release should include the answer to the following: What? How? When? Where? Why? Where appropriate, a joint statement may be issued by ECC/ECU/ACBT.
- A statement explaining the College/University's policy on responding to this kind of situation may be useful.
- The press release should include an expression of regret and compassion for the family/friends of the victim. If the situation warrants, it is suggested a comment is issued on what measures will be put in place to ensure any future events of the same kind are avoided.

6.7 Funeral/Memorial Service

- ACBT can provide contact details of the available Funeral parlours who can provide guidelines for funeral arrangements in regard to funeral arrangements, services, burial/cremation, coffins, viewing arrangements, flowers, etc. according to the religious, ethnic or personal preferences of the next-of-kin.
- Contact will be made with an appropriate religious group on request from the next-of-kin and the Critical Incident Team will notify staff and students as appropriate.
- If there is no body (drowning or abduction) a memorial service allows those left behind to farewell the deceased and work through the grieving process. Music, photo and significant objects associated with the person's life may be on display to assist in personalising the service.

6.8 Counselling

- Counselling of staff and students will be a priority for incidents where trauma may be experienced.
- Arrange for a suitably qualified counselling service to address staff and invite staff to attend a further individual counselling session with them if required at the college's expense.
- An interpreter may also be engaged for this purpose.
- Crisis Leave will be considered where necessary

6.9 Legal Issues

After the emergency response, the leader of the Critical Incident Team is to assess whether legal assistance might be required and refer accordingly.

6.10 Insurance

Where damage to building or grounds are required or where ACBT may be liable for personal or property damage, the relevant insurance bodies should be informed as soon as possible. Insurers would normally organise repairs where damage is covered under a policy. ACBT is covered by the following insurance group:

locally through:

Ceylinco Insurance PLC.

Ceylinco House No. 69, Janadhipathi Mawatha, Colombo 01, Sri Lanka

Telephone: (+94) 011 4 702 702 E-mail: ceylincoinsurance@ceyins.lk

Sri Lankan Insurance PLC

Rakshana Mandiraya

No.21,Vauxhall Street, Colombo 02, Sri Lanka.

Telephone +94 11 235 7357

6.11 Student Records

Student Records should be adjusted to reflect changes to a student's status where applicable.

A pop-up alert to be created to ensure any subsequent correspondence to that student is approved by the College Associate Principal (or nominee).

8. CONTACT INFORMATION:

For queries relating to this document please contact:

PROCEDURES OWNER	College Director and Principal
ALL ENQUIRIES CONTACT:	Quality and Compliance Manager
TELEPHONE:	011 2565595
EMAIL ADDRESS:	

9. APPROVAL HISTORY

For queries relating to this document please contact:

PROCEDURES APPROVED BY:	Associate Principal
DATE PROCEDURES FIRST APPROVED:	June 2022
DATE LAST MODIFIED:	New
REVISION HISTORY:	June 2022. Adoption of a principle-based approach to policy. Addition of Business Continuity content.
NEXT REVISION DUE:	February 2024

Appendix 1

CIMT Meeting Agenda Guide

Agenda for 1st CIMT meeting

Objective: prioritise actions and confirm response team

1. Summary of Incident (CDP)
2. Appointment of Site Liaison (if applicable) for Incident
3. Establish safety and security of students, staff, others involved in the Incident
4. Advice on initial communications strategy and approach
5. Incident response actions
6. Summary of actions
7. Confirmation of next meeting and attendees

Agenda for 2nd CIMT meeting

Objective: confirm incident response is on track towards recovery

1. New information from Site Liaison and CDP
2. Status of actions from 1st meeting
3. Further communications
4. Summary of actions
5. Confirmation of next meeting and attendees

Appendix 2

Health and Safety Considerations

As per the *Work Health and Safety Act 2020*, there are certain incidents that are notifiable to the regulator (namely WorkSafe WA). The Health and Safety Representative is responsible for the notification to the regulator. Therefore, if an Incident involves an Underage Student (Minor) or includes any of the below, the Health and Safety Representative must be included in the CIMT.

Notifiable Incident means:

the death of a person; or

a serious injury or illness of a person:

- a) that requires the person to have immediate treatment as an in-patient in a hospital; or
- b) that requires the person to have immediate treatment for —
 - i. the amputation of any part of the person's body; or
 - ii. a serious head injury; or
 - iii. a serious eye injury; or
 - iv. a serious burn; or
 - v. the separation of the person's skin from an underlying tissue (such as degloving or scalping); or
 - vi. a spinal injury; or
 - vii. the loss of a bodily function; or
 - viii. serious lacerations; or
- c) that requires the person to have treatment by a medical practitioner within 48 hours of exposure to a substance; or
- d) that occurs in a remote location and requires the person to be transferred urgently to a medical facility for treatment; or
- e) that, in the opinion of a medical practitioner, is likely to prevent the person from being able to do the person's normal work for at least 10 days after the day on which the injury or illness occurs, and includes any other injury or illness prescribed by the regulations but does not include an illness or injury of a prescribed kind.

a dangerous incident:

means an incident in relation to a workplace that exposes a worker or any other person to a serious risk to a person's health or safety emanating from an immediate or imminent exposure to —

- a) an uncontrolled escape, spillage or leakage of a substance; or
- b) an uncontrolled implosion, explosion or fire; or
- c) an uncontrolled escape of gas or steam; or
- d) an uncontrolled escape of a pressurised substance; or
- e) electric shock; or
- f) the fall or release from a height of any plant, substance or thing; or
- g) the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with the regulations; or
- h) the collapse or partial collapse of a structure; or
- i) the collapse or failure of an excavation or of any shoring supporting an excavation; or
- j) the inrush of water, mud or gas in workings, in an underground excavation or tunnel; or
- k) the interruption of the main system of ventilation

Appendix 03

Appendix 1: Critical Incident Report

To be read in conjunction with:

- ACBT Critical Incident Policy (<http://www.acbt.net/policies>)
- ACBT Critical Incident Procedures (TO BE DERIVED FROM POLICY)

Critical Incident Category:	SEVERE	SIGNIFICANT	MODERATE	MINOR
Contact:	Navitas Executive General Manager; ACBT Executive Director; ACBT College Principal	ACBT College Principal / Deputy Principal	Member Senior Management Committee or specialist personnel	Manager; ACBT Staff
Type of Incident:				
Date and Time:				
Location:				
Details: What happened?				
Contact details of affected parties?	Name: Student ID: DOB: Citizenship: Course of Study: Address: Mobile Number: Email address: Next of Kin: Next of Kin Contact:			
Copy or delete as applicable	Name: Student ID:			

	DOB: _____ Citizenship: _____ Course of Study: _____ Address: _____ Mobile Number: _____ Email address: _____ Next of Kin: _____ Next of Kin Contact: _____
Describe initial steps taken:	1. _____
On-scene Police / Emergency Services Contact: (if applicable)	Name: _____ Position: _____ Landline Number: _____ Mobile Number: _____ Email address: _____
Critical Incident Team:	Critical Incident Team Leader: Name: _____ Mobile: _____ Other Members: Name: _____ Mobile: _____
Advise Navitas: (Tick as applicable)	<input type="checkbox"/> Navitas Executive General Manager (Malcolm Raedel) <input type="checkbox"/> Navitas Group Manager Public Relations
Advise ECC: (Tick as applicable)	<input type="checkbox"/> ECC College Director (Malcolm Baigent) <input type="checkbox"/> ECC Student Services & Partnerships Director (Alison Hiscox)\ <input type="checkbox"/> ECC Quality & Compliance Director (Lina Ridley)
Advise ECU: (Tick as applicable)	<input type="checkbox"/> ECU Deputy Vice-Chancellor (Steve Chapman) <input type="checkbox"/> ECU Director Marketing & Communication Services (Julia Turner) <input type="checkbox"/> ECU Director Risk & Assurances Services (Phil Draber)
Staff advised?	<input type="checkbox"/> Yes <input type="checkbox"/> No Communication Method: _____ Date Issued: _____ Content of Communication: _____

Students advised?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	Communication Method:	
	Date Issued:	
	Content of Communication:	
Describe next steps required	Steps:	Timeframe:
Identify what other provisions may need to be made:	<input type="checkbox"/> Agent / Consulate <input type="checkbox"/> Chaplain / Religious institution <input type="checkbox"/> Coroner <input type="checkbox"/> Counsellor / Crisis Care <input type="checkbox"/> EAP Access (Staff Counselling) <input type="checkbox"/> ECU OSH Manager <input type="checkbox"/> Funeral / Memorial Service	<input type="checkbox"/> Hospital <input type="checkbox"/> Insurance <input type="checkbox"/> Interpreter <input type="checkbox"/> Navitas Legal Counsel <input type="checkbox"/> Student Records Pop-up alert <input type="checkbox"/> Finance/fees – appropriate action
Regulators to be advised?	<input type="checkbox"/> Sri Lanka University Grants Commission <input type="checkbox"/> TEQSA <input type="checkbox"/> Department of Education <input type="checkbox"/> Department of Immigration <input type="checkbox"/> TVEC	
Completed by:	Name: Title: Signature: _____ Date: _____	

Appendix 2: Specialist Services – Contact Details

CRISIS / EMERGENCY SERVICES		
Emergency Services	Police	Phone: 119, (011) 243 3333
	Fire	110
	Ambulance	Phone: St Johns (011)243 7744131 444
	Hospital	Red Cross (011) 555 5505
	Bomb disposal squad	Accident Services General Hospital (011) 2691111 Durdens Hospital 1544 (011) 243 4251

Occupational Health & Safety (OSH)	ACBT HR Manager	Mr Dinal +94778512958
Community Services	Ministry of Child Development & Women's Empowerment	Phone: 1929
	Sri Lanka Sumithrayo National Child Protection Authority (NCPA)	www.srilankasumithrayo.org Phone: 011 2692909; 011 2696666; 011 2683555 - open for 365 days between 9am to 8pm Phone +94-11-5335329, +94-11-5335281 Web: http://www.lawaid.org/
HEALTH AND MEDICAL		
Health Services	Department of Health	Colombo General Hospital- Phone (011)2691111 Accident Services: Phone (011) 2691111 Eye Hospital: Phone (011) 2693911-5 Sri Jayawadanapura : Phone (011) 2778609-10 Kandy Teaching Hospital Phone (081) 2333337 Galle Hospital Karapitiya: Phone (091) 2232267
	Private Hospital	Durdens Hospital Phone (011)5410000
Sexual health	Family Planning Association (FPA)	Hot Line::+94 (0) 112 501 315 Phone :+94 (0) 112 584 157 Web: http://www.fpasrilanka.org/
	Sexual Health Clinic – FPA STD Clinic	Phone: 011-2-682859, 011-2-667163 - Ext 302
Alcohol & Drug Issues	National Dangerous Drugs Control Board	Phone: +94 11 2868794 – 6 E-mail: mail@nddcb.gov.lk
RELIGION		
Religious Institutions	SLT Rainbow pages	Check for listings of churches and different religious denominations Phone 1212 for SLT customers 444 for mobile customers

MULTICULTURAL SERVICES		
Information Centre	Government Information Centre	<p>Phone: 1919 (8am to 8pm on all days) Provides Information relating to</p> <p><u>Communication & Media</u> <u>Postal Service, Information Services</u></p> <p><u>Justice, Law & Rights</u> <u>Consumer Protection, Legislature & Executive</u></p> <p><u>Banking, Tax & Insurance</u> <u>Bank Accounts, Loans</u></p> <p><u>Education & Training</u> <u>School Education, Higher Education & University Education</u></p> <p><u>Health, Well Being & Social Service</u> <u>Health Assistance, Child Care</u></p> <p><u>Employment Information</u> <u>Government Employees, Private Employees</u></p> <p><u>Housing, Property & Utilities</u> <u>Housing & Property, Planning & Building Regulations</u></p>