

Introduction

This policy outlines the procedures for the management of critical or potentially critical incidents at Faith Lutheran College to minimise risks to health and safety and minimise their impact on international students and others involved. All actions taken will be in accordance with the standard domestic Faith Lutheran College Critical Incident Policy. Faith Lutheran College recognises the duty of care owed to its students and that planning for the management of a critical incident is essential.

Definition of a Critical Incident

A critical incident is a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury that may affect the student's ability to undertake or complete their course. This may include but is not limited to:

- a) Serious injury, illness or death of a student or staff member
- b) Students or staff lost or seriously injured on an excursion/camp
- c) A missing student
- d) Severe verbal or psychological aggression
- e) Physical assault
- f) Student or staff witnessing a serious accident or incident of violence
- g) Natural disaster e.g. earthquake, flood, windstorm, hailstorm or extremes of temperature
- h) Fire, bomb threat, explosion, gas or chemical hazard
- i) Social issues e.g. drug use, sexual assault

Critical Incident Management Team

Faith Lutheran College has a Critical Incident Management Team to assist the College Principal in the prevention and management of critical incidents at the College, or off campus in the case of an overseas student for whom the College has undertaken care responsibilities. Members of the Critical Incident Management Team are tabled below:

Team Member	Relieved by if absent	Duties
Principal	Deputy Principal	Leads the team, liaises with media, liaises with police, disseminates information
Deputy Principal	Director of Student Services	Campus communication
Personal Assistant to the Principal	Enrolments Officer	Parent Communication
College Counsellor and/or Pastor	College Nurse	Counselling services
College Nurse	College Nurse Assistant	Medical
Business Manager	Grounds person/Caretaker	Security
International Student Liaison	Enrolments Officer	International student welfare
Parent Liaison Team <i>A team of selected Parents/Legal Guardians and community members who have experience in fields related to pastoral and medical support</i>		General assistance where required

The responsibilities of the Critical Incident Management Team include:

- a) risk assessment of hazards and situations which may require emergency action
- b) analysis of requirements to address these hazards
- c) establishment of liaison with all relevant emergency services e.g. police, fire brigade, ambulance, hospital, poisons information centre, community health services
- d) 24-hour access to contact details for all students and their families and emergency contacts provided by the student's family (this will also include agents, homestay providers, carers, consular staff, embassies and interpreting services if necessary)
- e) 24-hour access to contact details for all relevant staff members needed in the event of a critical incident e.g. College Counsellor, legal services, College security
- f) development of a critical incident plan for each critical incident identified, including arranging emergency or alternative accommodation arrangements if necessary
- g) dissemination of planned procedures
- h) organisation of practice drills
- i) regular review of the critical incident plan
- j) assisting with implementation of the critical incident plan
- k) arranging appropriate staff development
- l) budget allocation for emergencies
- m) ensuring written records of any critical incident and remedial action taken by Faith Lutheran College are kept on file for at least two years after the student ceases to be enrolled.

Critical Incident Plans

All critical incident plans assign responsibilities among relevant staff members, cover all the actions to be taken and detail the timelines for doing so. A general Critical Incident Plan is as follows:

1. Immediate Action (within 24 hours)
 - a) Identify the nature of the critical incident
 - b) Notification of the critical incident management team leader
 - c) Implement the appropriate management plan or action strategy, including arranging emergency or alternative accommodation arrangements if necessary
 - d) Assignment of duties and resources to College staff
 - e) Seek advice and help from any necessary emergency services/hospital/medical services
 - f) Dissemination of information to Parents/Legal Guardians and family members
 - g) Assess the need for support and counselling for those directly and indirectly involved
 - h) Completion of a critical incident report
 - i) Media response if required (see below)
2. Additional Action (48 – 72 hours)
 - a) Assess the need for support and counselling for those directly and indirectly involved (ongoing)
 - b) Provide staff and students, Parents/Legal Guardians/family members with factual information as appropriate
 - c) Restore normal functioning and College delivery
3. Follow-up – monitoring, support, evaluation
 - a) Identification of any other people who may be affected by the critical incident and access support services for affected community members
 - b) Maintain contact with any injured/affected parties
 - c) Provision of accurate information to staff and students where appropriate
 - d) Evaluation of critical incident management
 - e) Be aware of any possible longer term disturbances e.g. inquests, legal proceedings

4. Resources

The nature of critical incidents is such that resources cannot always be provided in anticipation of events. The Critical Incident Management Team uses its discretion to provide adequate resources – both physical and personnel – to meet the needs of specific situations. Staff will be reimbursed for any out-of-pocket expenses.

5. Managing the Media (if applicable)

- a) Manage access of the media to the scene, and to staff, students and relatives
- b) Determine what the official College response will be
- c) All facts to be checked before speaking to the media
- d) The Principal will typically handle all initial media calls
- e) If accurate information is unavailable or the issue is of a sensitive nature, explain that questions cannot be answered at this time
- f) Avoid implying blame or fault for any part of the incident as this can have significant legal implications
- g) The Principal may delegate media liaison to another member of staff (i.e. Deputy Principal, Marketing and Publicity Coordinator)

6. Evaluation and review of management plan

After every critical incident, a meeting of the Critical Incident Management Team will be held to evaluate the critical incident report and the effectiveness of the management plan and to make modifications if required. If appropriate this process will incorporate feedback from all staff, students and local community representatives.

Example Critical Incident Plan - Injury to overseas student

1. Immediate Action (within 24 hours)

- a) Identify the nature of the critical incident
- b) The person, who is initially notified of the incident, be that the International Student Liaison Coordinator, Enrolments, the Deputy Principal or any other relevant staff member, should get as much information as possible regarding the nature of the critical incident.
- c) Where did the injury occur? On campus or off?
- d) How severe is the nature of the injury?
- e) Where is the student now?
- f) Is the student in hospital?
- g) Has an ambulance been called?
- h) Is an interpreter required?
- i) The information should be documented for further reference
- j) Notification of the critical incident management team leader
- k) The person who is initially notified of the incident should notify the critical incident management team leader immediately
- l) Assignment of duties to College staff:
 - o The critical incident management team leader will identify the staff member responsible for any immediate action.
 - o The incident will then be referred to the identified staff member.
 - o The responsible staff member should keep in close contact with the critical incident management team leader and any other staff members as required.
- m) Implement the appropriate management plan or action strategy
If the student is on campus:
 - o Ensure appropriate intervention to minimise additional injury
 - o Provide first aid where necessary
 - o Ascertain seriousness of injury
 - o Call ambulance if required
 - o If ambulance is required, accompany student to hospital

- Ascertain seriousness of injury from hospital staff
- If ambulance is not required accompany student to relevant medical service e.g. doctor

If the student is off-campus:

- If situation appears serious, call an ambulance and either meet the ambulance at the student's location or at the hospital
- Otherwise go to location of student

If the student has already been taken to hospital:

- Go to hospital
- Ascertain seriousness of injury from hospital staff

- n) Dissemination of information to Parents/Legal Guardians and family members:
 - When there are a number of people to contact, such as when a student is in a homestay, the College should attempt to simultaneously contact all parties
 - Contact the Parents/Legal Guardians of the student
 - Contact the carer of the student e.g. they may be living with a relative
 - Contact any emergency contacts provided by the student's family
 - Contact the Homestay Providers of the student
- o) Completion of a critical incident report
- p) Media response if required
- q) Inform the Critical Incident Management Team leader of any relevant factual information to be conveyed to the media liaison
- r) Assess the need for support and counselling for those directly and indirectly involved
- s) If the student is seriously injured or requires hospitalisation, the College should enlist aid of overseas consular staff to assist the family if they are travelling to Australia, with interpreting services to aid in communication with the relevant medical services and with counselling services if required
- t) The College should assess whether other staff and students have been affected by the incident and provide support and counselling as required
- u) The College should also contact the Department of Home Affairs and inform them of the incident

2. Additional Action (24 – 72 hours)

- a) Assess the need for support and counselling for those directly and indirectly involved (ongoing)
- b) Provide staff and students with factual information as appropriate:
 - Depending on the nature of the incident, it may be appropriate for the College Principal to address the College and inform them of the facts of the incident and the condition of the student concerned.
- c) Restore normal functioning and College delivery:
 - Where the incident occurred on College premises, there will be other procedures to follow in relation to any possible safety issues and the College's legal obligations. The Critical Incident Management Team should identify the appropriate staff member to follow up these issues.

3. Follow-up – monitoring, support, evaluation

- a) Identification of any other people who may be affected by the critical incident and access of support services for affected community members
- b) The effects of traumatic incidents can be delayed in some people; the College will take steps to take note of any emerging need for support and/or counselling.
- c) Maintain contact with any injured/affected parties
 - If the student is in hospital for some time, the College needs to maintain contact with the student and their family, and Homestay Providers (if applicable)

- o Support and assistance for the student and family
 - o Depending on the condition of the student, the College could provide College work for the student to enable them to remain in touch with College activities
 - o Discuss with the family any required changes to the enrolment of the student e.g. suspension or cancellation of enrolment and make any changes required on PRISMS
- d) Provision of accurate information to staff and students where appropriate
- o Depending on the nature of the incident, it may be appropriate for the Principal (or delegate – i.e. Deputy Principal) to address the College and inform them of the facts of the incident and the condition of the student concerned.
- e) Evaluation of critical incident management
- o The critical incident management team should meet to evaluate the critical incident report and the effectiveness of the management plan and to make modifications if required.
- f) Be aware of any possible longer term effects on the College and student well-being e.g. inquests, legal proceedings

Emergencies Services and Situations

Emergencies

The College will provide international students with information about emergency and health services. Students will be given a 24 hour ICE (in case of emergency) contact number provided by the College, which should be kept in their mobile phone as well as in hard copy on their person.

Contact with the Queensland Police Service (QPS)

There is information in the 'Operational Procedures Manual' for QPS procedures for situations where police come into contact with international students.

In situations where police come into contact with an International Student (see in particular [Chapter 5 - Children – 5.9 International Homestay Students](#)) they would normally contact the student's parent or guardian. It is QPS policy to attempt to contact the student's Homestay Provider in the first instance. If the Homestay Provider is unable to be contacted, according to the manual, police should "enquire with the student regarding any emergency contact person nominated by either the homestay or course provider. The final attempted point of contact should be the principal of the school the student is attending." Other relevant chapters of the manual include: [Chapter 6 - Special Needs](#) (6.4 Cross-Cultural Issues) and [Chapter 16 – Custody](#) (16.7 Foreign Nationals).

Police have certain obligations from the Department of Foreign Affairs and Trade where a foreign national student dies or is taken into custody.

<http://dfat.gov.au/about-us/publications/Documents/detention-or-death-of-a-foreign-national-in-australia.pdf>

Procedure for reporting a missing international student after discovering a student is missing

The procedure for reporting a missing international student is as follows:

- a) Contact police immediately, as well as the College's Critical Incident Management Team (if appropriate)
- b) Conduct a search (if appropriate) of the College or location
- c) Inquire with other students if:
 - o they know where the student may be and /or who the student may be with
 - o there is any concern for the student's wellbeing (depressed, fearful, bullying, school pressures, loneliness etc.)

- any friends the student may confide in
 - any travel plans the student may have disclosed
 - d) Record, if possible, what the student was last known to be wearing
 - e) Obtain a recent photograph of the student
 - f) Identify when and where the student was last seen
 - g) Identify if the student has any medical requirements, especially in relation to the medication which must be taken (insulin etc.), if the student takes medication, has the student taken the medication with them
 - h) Check (if appropriate) the student's possessions to see if they have taken their possessions with them (electrical gadgetry, clothing etc.)
 - i) Advise the student's Parents/Legal Guardians and establish the most recent contact with the student, concerns for welfare, recent behaviour (talk of returning home, unhappy, etc.)
 - j) Identify social media used by the student, including avatars (on-line names)
 - k) Identify bank accounts the student has access to (if known)
 - l) Ensure there is a single point of contact (max two persons) for police to contact with any inquiry outcomes
 - m) Enact relevant Critical Incident Management procedures
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Policy Release Details

Date of Policy:	April 2018
Approved by:	Plenary
Responsibility:	College Principal
Point of Contact:	International Student Liaison Coordinator
Review Date:	October 2020