

Critical Incident Plan Injury to Overseas Students

Policies & Procedures | CRICOS 0097ID

This is where it happens!



RELEVANT TO:

All Staff

RESPONSIBLE OFFICER:

Deputy Principal

REVIEW DATE:

November, 2017

ENDORSED BY:

SMT Members

DATE: November 2016

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 school secretary or homestay co-ordinator or international student co-ordinator, should get as much information as possible regarding the nature of the critical incident.**
 - i) Where did the injury occur? On campus or off?
 - ii) How severe is the nature of the injury?
 - iii) Where is the student now?
 - iv) Is the student in hospital?
 - v) Has an ambulance been called?
 - vi) Is an interpreter required?
- c) **The information should be documented for further reference.**
- d) **Notification of the critical incident committee/team leader**
- e) **The person who is initially notified of the incident should notify the critical incident team leader immediately.**
- f) **Assignment of duties to school staff**
 - i) The critical incident team leader will identify the staff member responsible for any immediate action.
 - ii) The incident will then be referred to the identified staff member.
 - iii) The responsible staff member should keep in close contact with the critical incident team leader and any other staff members as required.
- g) **Implement the appropriate management plan or action strategy**
 - i) **If the student is on campus**
 - » Ensure appropriate intervention to minimise additional injury
 - » Provide first aid where necessary
 - » Ascertain seriousness of injury
 - » Call ambulance if required
 - » 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
 - »
 - ii) **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
 - » Provide first aid where necessary
 - » Ascertain seriousness of injury

- » Call ambulance if required
- » 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
- iii) **If the student has already been taken to hospital**
 - » Go to hospital
 - » Ascertain seriousness of injury from hospital staff
- h) **Dissemination of information to parents and family members**
- i) **When there are a number of people to contact such as when a student is in a homestay, the school should attempt to simultaneously contact all parties.**
- ii) Contact the parents/legal guardian of the student
- iii) Contact the carer of the student e.g. they may be living with a relative
- iv) Contact the homestay family of the student
- i) **Completion of a critical incident report [see sample critical incident report, page 149]**
- j) **Media response if required**
- k) **Inform critical team leader of any relevant factual information to be conveyed to the media liaison.**
- l) **Assess the need for support and counselling for those directly and indirectly involved**
- m) **If the student is seriously injured or requires hospitalisation, the school 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.**
- n) **The school should assess whether other staff and students have been affected by the incident and provide support and counselling as required.**
- o) **The school should also contact DIAC and inform them of the incident.**

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 with factual information as appropriate**
 - i) Depending on the nature of the incident, it may be appropriate for the principal to address the school and inform them of the facts of the incident and the condition of the student concerned.
- c) **Restore normal functioning and school delivery**
 - i) Where the incident occurred on school premises, there will be other procedures to follow in relation to any possible safety issues and the school's legal obligations. The critical incident committee 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 critical incident and access of support services for affected community members**
 - i) The effects of traumatic incidents can be delayed in some people; the school needs to be aware of any emerging need for support and/or counselling.
- b) **Maintain contact with any injured/affected parties**
- c) **If the student is in hospital for some time, the school needs to maintain contact with the student and their family.**
 - i) Support and assistance for the student and family
 - ii) Depending on the condition of the student, the school could provide school work for the student to enable them to remain in touch with school activities
 - iii) 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**
 - i) Depending on the nature of the incident, it may be appropriate for the principal to address the school and inform them of the facts of the incident and the condition of the student concerned.
- e) **Evaluation of critical incident management**
 - i) The critical incident committee should be held 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 school and student well-being e.g. inquests, legal proceeding.**