



## CHRISTIAN HERITAGE COLLEGE

### **POLICY: Critical Incident Policy for Overseas Students**

**Policy Group(s):** Group C: Administration – 1: Students (Ref: C1/0107.1-1214)

**Related Policy:** Code of Conduct  
Deferral of Enrolment for Overseas Students  
Refund Policy for Overseas Students  
Risk Management – Academic Activities  
Suspension of Enrolment for Overseas Students

**Commencement Date:** January 2007      **Review Date:** December 2019

### **POLICY STATEMENT**

#### **Intent:**

Christian Heritage College (CHC) recognises that, during the period of study of an overseas student at CHC, an incident may occur which can be defined as a critical incident. As a Christian academic community, CHC is very concerned for the care of its students and therefore places great importance on a policy and plan which will ensure that overseas students are cared for in the event of a critical incident. The intent of this policy is to articulate a plan for delivering a timely and coordinated response to critical incidents and to ensure that the reported critical incidents are:

- Responded to, or resolved, in the best possible way for the student(s), their families and CHC;
- Reported to relevant officials within CHC and government agencies, and communicated to students' families in appropriate ways;
- Managed in a manner to ensure that negative publicity, both locally and overseas, is not generated from an incident.

#### **Scope:**

*Restrictions:* All overseas students undertaking a course of study at CHC.

*Exclusions:* Domestic Students.

#### **Objectives:**

1. To ensure compliance with the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007* (the National Code) specifically Standard 6.
2. To provide CHC with a clear procedure for managing the impact of a critical incident as they relate to and affect overseas students.

## Policy Provisions:

### 1. General

- 1.1 The National Code 2007 Standard 6 defines a critical incident as *'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress fear or injury'*. It is an event that causes individuals to experience a strong emotional reaction that interferes with their usual coping skills. The event has a level of trauma that is beyond the normal experiences of those affected.
- 1.2 The resulting stress reaction may include emotional, physical, behavioural and/or cognitive changes evident either at the time of the incident or later. The impact of a critical incident may affect any member of the CHC community, not only those directly involved.
- 1.3 Some examples of critical incidents to which CHC staff may have to respond are listed below. This list includes examples only and is not intended to be exhaustive. Points 1.3.1-1.3.9 initially may be handled directly by the CHC student administration staff with responsibility for overseas students; Points 1.3.10-1.3.15 would be handled by CHC as a whole, with involvement from the CHC Registrar.
  - 1.3.1 Death of a student or close family member (on or off campus)
  - 1.3.2 Attempted suicide
  - 1.3.3 Life threatening injury/illness
  - 1.3.4 Missing student
  - 1.3.5 Sexual and/or physical assault, including domestic violence
  - 1.3.6 Mental health crisis
  - 1.3.7 Threats of violence to staff and students, or to one-self
  - 1.3.8 Drug/alcohol overdose
  - 1.3.9 Contacting students in case of family emergency
  - 1.3.10 Campus disturbance
  - 1.3.11 Fire/explosion with injuries or significant damage
  - 1.3.12 Chemical/radiation, bio-hazard spillage
  - 1.3.13 Infectious disease
  - 1.3.14 Natural disasters (local and international)
  - 1.3.15 International hostage situation/kidnappings
- 1.4 All CHC staff members are responsible for reporting to the Registrar any critical incidents that involve overseas students.
- 1.5 It is the responsibility of the Registrar to determine the appropriate course of action for each type of critical incident. In extreme cases, the Registrar will consult the CHC Executive and may call an immediate meeting with the CHC Executive to determine the appropriate course of action.

### 2. Key Personnel

- 2.1 Many critical incidents will be responded to and/or resolved by the Registrar's Office. However, critical incidents that are of a serious nature will require advice to and response from some or all of the position areas below:
  - 2.1.1 President's Office;
  - 2.1.2 Director, Corporate Services;
  - 2.1.3 Workplace Health and Safety Officer;

- 2.1.4 Overseas Student Liaison Officer;
- 2.1.5 Head of School of the affected student (or representative);
- 2.1.6 Director of the CHC Counselling and Support Centre.

### 3. Procedures

#### Notification

- 3.1 When a critical incident occurs, the Registrar is to be informed of the incident immediately. The Registrar will then determine the circumstances of the situation and, if necessary, consult with the CHC Executive and any key personnel noted above and assign roles and responsibilities accordingly.
- 3.2 The Registrar will then take the following steps:
  - 3.2.1 Confirm that the person involved in the incident is a CHC overseas student;
  - 3.2.2 Determine if the person is an ASC student;
  - 3.2.3 Contact the Director, ASC if the person is an ASC student and coordinate responses;
  - 3.2.4 Record any details of the incident provided by the person who reported the incident;
  - 3.2.5 Plan an immediate response;
  - 3.2.6 Inform the President immediately if a student has died, has been injured or has an infectious disease;
  - 3.2.7 Allocate individual roles and responsibilities for ongoing tasks;
  - 3.2.8 Plan an ongoing strategy.
- 3.3 In the case of an infectious disease or other public health incident, Queensland Health will be notified and the Registrar will act as the liaison point with Queensland Health.

#### Assessment

- 3.4 The initial task is to:
  - 3.4.1 Create a clear understanding of the incident – obtain accurate and up-to-date information about what happened and about the current situation.
  - 3.4.2 Confirm the identity of the people involved – gather information from sources such as security, police, hospital, and friends.
  - 3.4.3 Obtain detailed student information, such as student ID number(s) and local address(es), next of kin, nationality, religion, known medical conditions and OSHC provider.
- 3.5 If the critical incident involves a student with a psychiatric disability the Registrar will determine, in consultation with the President, to what extent information can be provided under the Privacy Policy.
- 3.6 Depending on the type of incident, the President will discuss and plan an immediate response and ongoing strategy, and allocate specific roles and responsibilities.

#### Intervention

- 3.7 The Registrar will make contact with the relevant people (the order will be determined by the specific circumstance), with actions as follows:

##### *Police*

- 3.7.1 If necessary, liaise with the Police regarding notification to the student's family and other relevant matters.

### *Next of Kin*

- 3.7.2 Ensure that the student's next of kin are informed and updated on the current situation, and assure them that CHC will arrange or provide support to the student. If necessary, interpreter services will be arranged for those families of a non-English speaking background.
- 3.7.3 If the student is in hospital or critically ill, arrange appropriate transportation or accommodation for members of the family at cost recovery to the family.
- 3.7.4 If a student dies or is critically ill, discuss with the family issues related to burial, repatriation and/or memorial service.

### *Consulate*

- 3.7.5 In the case of a serious accident, illness or death of a student, inform the relevant Consulate and discuss the allocation of roles and responsibilities.

### *Accommodation provider*

- 3.7.6 Remain in contact with the student's accommodation provider and housemates, providing appropriate levels of information and ensuring that support and assistance is available from CHC.

### *Other students/staff*

- 3.7.7 Identify those students who are closely involved with the student, ensuring that they are aware of support options within and outside CHC and encourage them to keep in contact with the Registrar's Office for assistance.

### *Hospital*

- 3.7.8 If necessary, contact the hospital and the student's Overseas Student Health Cover (OSHC) to arrange any guarantor agreements or any other relevant matters.

### *Counselling*

- 3.7.9 Contact the Director of the CHC Counselling and Support Centre to advise on the appropriateness and availability of counselling and debriefing sessions for individuals and groups of students and staff, or to facilitate referral to an external provider as required. The Christian Studies Coordinator or Citipointe Church pastoral staff may also be able to assist with issues of grief and loss.

### *Organisation, appropriate spiritual support*

- 3.7.10 Establish the student's religion or denominational associations and liaise with Citipointe's pastoral team for appropriate advice regarding their role, including the organisation of a service and leading a service where required.
- 3.7.11 Inquire of the student's family and friends regarding an appropriate service or ceremony.

### *Overseas Liaison Staff*

- 3.7.12 Brief the staff on information to provide students. Coordinate appropriate management of media/publicity in consultation with, and utilising advice from, the President.
- 3.7.13 Provide a written memo to staff if the matter is complex.
- 3.7.14 Inform relevant academic staff so that they can make appropriate academic arrangements, such as extensions for assignments and special consideration. If friends are involved, arrangements for them to be released from class, extensions for assignments, deferred examinations, or other special consideration may be appropriate.
- 3.7.15 Discuss issues such as a fee refund, leave of absence, or deferred examinations with the appropriate staff.

*Department of Immigration and Border Protection (DIBP)*

3.7.16 If necessary, inform DIBP about the situation and any student visa implications.

*Legal Advice*

3.7.17 Help students to obtain legal advice, if needed. Information on free or low cost community legal services is available from the Overseas Liaison Officer.

### **Follow up**

3.8 The Registrar will monitor the need for counselling and maintain contact with those who may need ongoing support, and will assess the need for follow-up sessions for those involved in the incident and organise if necessary.

3.9 If a student has died:

3.9.1 the Registrar will discuss funeral arrangements with the student's family;

3.9.2 If the family wish to transport the deceased home, provide aid with transportation and advice on the communication process with the relevant authorities, if necessary.

3.9.3 If the family wish to bury or cremate the deceased in Australia, offer assistance to arrange the funeral or memorial service.

3.10 At all times, staff will seek to accommodate the cultural and religious customs of the deceased's family.

3.11 The Registrar will arrange to obtain the death certificate and related documents, pack the personal effects and deliver them to the next of kin, if necessary.

3.12 CHC will send a letter of condolence to the student's family,

### **Evaluation**

3.13 The Registrar will conduct a briefing session for everyone directly involved in the incident. People can express their emotions about the incident and staff can ensure that any of their needs are met.

3.14 Staff involved will evaluate the implementation of procedures and responses, and suggest possible changes and improvement for future critical incidents. Where appropriate, the evaluation will refer to the *CHC Risk Management Plan* and its processes in order to minimise the potential for a repetition of the incident.

3.15 The Overseas Liaison Officer will keep records throughout the whole response period. 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 Incident Log template.

3.16 'Thank you' letters may be prepared and sent to all those who contributed to responding to the incident.

3.17 Any action taken in regard to a critical incident may be recorded to include outcomes or evidence if the incident is referred to another person or agency (while referring or forwarding to another person or agency, due consideration must be given to the privacy policy). Records of any incident are to be kept on the student file, remembering this may be the e-file.

## Supporting Procedures and Guidelines:

### Appendix 1: Crisis Response Quick Reference

	Type of Incident	CHC Contacts	External Contacts	Follow-up
1	Death of student	President Executive Health Officer Relevant staff Relevant students/SRC Coordinator/Counselling service Director, ASC (if appropriate)	Police Hospital Next of Kin DIBP Consulate Accommodation provider	Registrar
2	Attempted suicide	President Executive Coordinator/Counselling service Director, ASC (if appropriate) Relevant staff Relevant students	Police Hospital – Mental Health Unit Next of Kin Accommodation provider	Registrar
3	Life threatening injury or illness	President Registrar Executive Director, ASC (if appropriate) Relevant staff Relevant students/SRC	Hospital Next of Kin	Registrar Overseas Student Liaison Officer OSHC Health and Safety Officer
4	Missing student	President Registrar Executive Director, ASC (if appropriate) Relevant students/SRC Relevant Staff	Police Next of Kin Accommodation provider Consulate DIBP	Registrar

	Type of Incident	CHC Contacts	External Contacts	Follow-up
5	Sexual and/or physical assault (incl domestic violence)	Executive Registrar Coordinator/Counselling Service Director, ASC (if appropriate)	Police Hospital	Registrar
6	Mental health crisis	Registrar Executive Director, ASC (if appropriate) Relevant staff Coordinator/Counselling service	Police Hospital – Mental Health Unit Accommodation provider	Registrar
7	Threats of violence to staff and students, or to one-self	Registrar Executive Director, ASC (if appropriate) Relevant staff/students Coordinator/Counselling service	Police Hospital – Mental Health Unit Accommodation provider	Registrar
8	Drug/Alcohol overdose	Registrar Executive Director, ASC (if appropriate) Relevant staff Relevant students Coordinator/Counselling service	Police Hospital Accommodation provider	Registrar
9	Family emergency	Registrar Relevant staff Director, ASC (if appropriate) Relevant students Coordinator/Counselling service	Student	Registrar

	Type of Incident	CHC Contacts	External Contacts	Follow-up
10	Campus disturbance	President Director, Corporate Services Executive Director, ASC (if appropriate) Relevant staff Relevant students Overseas Student Liaison Officer	Emergency services – police, fire, ambulance as necessary Hospital	Registrar
11	Fire/Explosion with injuries or significant damage	President Director, Corporate Services Executive Director, ASC (if appropriate) Relevant staff Relevant students Overseas Student Liaison Officer	Emergency services – police, fire, ambulance as necessary Hospital	Director, Corporate Services
12	Chemical/radiation, bio-hazard spillage	President Director, Corporate Services Executive Director, ASC (if appropriate) Relevant staff Relevant students Overseas Student Liaison Officer	Emergency services – police, fire, ambulance as necessary Hospital	Director, Corporate Services
13	Infectious disease	Registrar Director, Corporate Services Director, ASC (if appropriate) Relevant staff Relevant students	Accommodation provider Qld Health	Director, Corporate Services



	Type of Incident	CHC Contacts	External Contacts	Follow-up
14	Natural disasters (local and international)	Director, Corporate Services Executive Director, ASC (if appropriate) Coordinator/Counselling service Health and Safety Officer Relevant Staff Relevant students	Consulate/Embassy Emergency services – police, fire, ambulance as necessary Hospital Accommodation provider	Registrar Overseas Student Liaison Officer
15	International hostage situations/kidnappings	Executive Registrar Overseas Student Liaison Officer Coordinator/Counselling service Director, ASC (if appropriate) Relevant staff Relevant students	Consulate/Embassy Police Accommodation provider	Registrar

## Appendix 2: List of Tasks

Tasks	Done	N/A	Completed Date	Remarks
<b>Notification</b>				
Notification to President and relevant staff				
Confirmation of student's identity				
Director, ASC (if appropriate)				
Details of the incident from the person who reported				
If student dies, report to President				
Incident log for phone calls etc (Incident controller)				
<b>Assessment</b>				
Update and gather information from hospital or police				
Review student's file for detailed information				
Intervention plan for response and strategies				
Allocation of roles and responsibilities				
Access to emergency funds if required				
<b>Intervention</b>				
Contact next of kin				
Contact Director, ASC (if appropriate)				
Contact consulate				
Contact accommodation provider/other housemates				
Contact other relevant students/SRC				
Contact hospital/police/doctors				
Contact counselling service				
Contact academic staff				
Contact administration staff				

Tasks	Done	N/A	Completed Date	Remarks
Contact relevant overseas student staff				
Contact DIBP				
Contact OSHC provider				
Arrange access to legal advice				
<b>Follow up</b>				
Assess the need for ongoing counselling and support				
Assess the need for a debriefing session				
Discuss with the student's family funeral issues				
Arrangement of transportation and accommodation for family				
Arrange interpreters				
Preparation of funeral or memorial services				
Obtain death certificates and student's possessions and arrange transfer of possessions to student's parents, if not covered by insurance				
Prepare and send condolences				
<b>Evaluation</b>				
Conduct debriefing session				
Staff evaluation				
Keep records				
Prepare and send thank you letters				

**Appendix 3: Critical Incident Action and Communication Log**

Date and Time	Type of Communication	Incoming/Outgoing	Action	Comment	Initials

## Appendix 4: Emergency Contacts

CHC Resources		Off campus Resources	
Element	Phone Number	Element	Phone Number
President	7912; 0403 381 855	Emergency Services	000 112 for Mobile
Deputy President	7940; 0414 461 437	Brisbane Police Communication Centre	3364 6464
Director, Corporate Services	7920; 0423 597 191	Emergency First Aid Service	0500 5559 12
Registrar	7903; 0402 489 044	Poison Information Centre	13 11 26
Overseas Student Liaison Officer	7915; 0400 704 368	Brisbane Fire and Rescue Services Enquiries	3247 8594
Director, ASC	7995; 0403 013 936	Mater Hospital (Vulture Street, South Brisbane)	3840 8111
Director, Counselling Service	7950	Princess Alexandra Hospital (Ipswich Road, Woolloongabba)	3240 2111
Health and Safety Officer	7906	QEII Hospital (Kessels Road, Coopers Plains)	3275 6111
		Dept of Foreign Affairs and Trade ( <a href="http://www.dfat.gov.au">www.dfat.gov.au</a> )	1300 555 135 (emergencies)
		Dept of Immigration and Border Protection ( <a href="http://www.immi.gov.au">www.immi.gov.au</a> )	131 881
		Queensland Health ( <a href="http://www.health.qld.gov.au">www.health.qld.gov.au</a> )	3234 0111 (general switch Business hours)
		Counselling Services (Peter Janetzki – <a href="http://www.peterj.com.au">www.peterj.com.au</a> )	1300 883 613
		Translation services ( <a href="http://www.ctc4.com">www.ctc4.com</a> )	3221 8447 (Business hours)

## POLICY FURTHER INFORMATION

<b>Relevant Commonwealth/State Legislation</b>	ESOS Act 2000 ESOS Regulations 2001 Education (Overseas Students) Act 1996 Education (Overseas Students) Regulation 1998 The Education Services for Overseas Students Legislation Amendment (Tuition Protection Service and other Measures) Act 2012 The Education Services of Overseas Students (Registration Charges) Amendment (Tuition Protection Service) Act 2012 The Education Services for Overseas Students (TPS Levies) Act 2012 National Code 2007, Standard 6
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## ACCOUNTABILITIES

<b>Implementation:</b>	Registrar
<b>Compliance:</b>	Registrar
<b>Monitoring and Evaluation:</b>	Registrar
<b>Development/Review:</b>	Executive; Policy Committee
<b>Approval Authority:</b>	CHC CEO
<b>Interpretation and Advice:</b>	Registrar's Office

## WHO SHOULD KNOW THIS POLICY?

President  
Overseas Students  
Registrar  
Overseas Student Liaison Officer  
Director, Corporate Services  
Director, ASC  
Director, CHC Counselling and Support Centre  
Deans  
All staff  
Health Officer

## EFFECTIVENESS OF THIS POLICY

<b>Performance Indicators:</b>	The number of critical incidents and the ensuing effectiveness of the processes outlined by the policy.  The effectiveness of the follow up of students after a critical incident.
<b>Other</b>	Nil

**Definitions and Acronyms:**

ASC – Australia Studies Centre

CHC – Christian Heritage College

*Critical incident* – a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress fear or injury

DIBP – Department of Border Protection

DFAT – Department of Foreign Affairs and Trade

**APPROVAL – section maintained by the Registrar**

Reference No.	Approved	Date	Committee/Board	Resolution No. / Minute Ref.
C1/0107.1	Yes	09/08/2007	Committee of Management	4.4

**REVISION HISTORY – section maintained by the Registrar**

Revision Reference No.	Approved/Rescinded	Date	Committee/Board	Resolution No. / Minute Ref.
0710	Approved	29/06/2010	CHC CEO	3
1214	Approved	12/01/2015	CHC CEO	