



Citipointe Christian College



Citipointe Christian College  
International

## Overseas Student Critical Incident Policy

Citipointe Christian College and Citipointe Christian College International recognise the duty of care owed to its students and that planning for the management of a critical incident is essential.

Overseas students studying at Citipointe Christian College and Citipointe Christian College International are supported by a series of policies to ensure their safety and wellbeing at the College. They are supported by their teachers, College counsellors, Student Protection Officers and Homestay Coordinators to provide the best environment possible for them to achieve the best academic outcomes and a positive educational experience. Every Overseas Student is required to comply with the Critical Incident policies that apply to local students. However, the College has additional processes to address emergency incidents, providing 24-hour emergency contact persons.

Overseas students 24-hour emergency contact persons include (contact details provided to students during orientation):

- Homestay Coordinator: 0412 304 375
- Head of International: 0418 811 399
- Homestay parents

### 1. 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
- b) Students or staff lost or injured on an excursion
- 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

### 2. Critical Incident Committee

- a) The College has a Critical Incident Committee to assist the 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 welfare responsibilities.
- b) The Head of International is the overseas student critical incident team leader.
- c) The Critical Incident Committee may include:
  - i) the Principal
  - ii) Heads of School
  - iii) Heads of Year
  - iv) the College counsellor
  - v) Student Protection Officer
  - vi) Homestay Coordinator
- d) The responsibilities of the committee include:
  - i) risk assessment of hazards and situations which may require emergency action
  - ii) analysis of requirements to address these hazards
  - iii) establishment of liaison with all relevant emergency services e.g. police, fire brigade, ambulance, hospital, poisons information centre, community health services
  - iv) 24-hour access to contact details for all students and their families, emergency contacts provided by the student's family, agents, homestay families, carers, consular staff, embassies and interpreting services if necessary
  - v) 24-hour access to contact details for all relevant staff members needed in the event of a critical incident e.g. College counsellor, welfare officer, legal services, College security

- vi) development of a critical incident plan for each critical incident identified, including arranging emergency or alternative accommodation arrangements if necessary
- vii) dissemination of planned procedures
- viii) organisation of practice drills
- ix) regular review of the critical incident plan
- x) assisting with implementation of the critical incident plan
- xi) arranging appropriate staff development
- xii) budget allocation for emergencies
- xiii) ensuring written records of any critical incident and remedial action taken by the College are kept on file / on the school's management system (Synergetic) for at least two years after the student ceases to be enrolled.

### 3. Critical Incident Plans

- a. All critical incident plans assign responsibilities among relevant staff members, cover all the actions to be taken and timelines for doing so.
- b. Immediate Action (within 24 hours)
  - i) Identify the nature of the critical incident
  - ii) Notification of the critical incident committee/team leader
  - iii) Implement the appropriate management plan or action strategy, including arranging emergency or alternative accommodation arrangements if necessary
  - iv) Assignment of duties and resources to College staff
  - v) Seeking advice and help from any necessary emergency services/hospital/medical services
  - vi) Dissemination of information to parents and family members
  - vii) Completion of a critical incident report
  - viii) Media response if required (see below)
  - ix) Assess the need for support and counselling for those directly and indirectly involved
- c. Additional Action (48 – 72 hours)
  - i) Assess the need for support and counselling for those directly and indirectly involved (ongoing)
  - ii) Provide staff and students, parents /family members with factual information as appropriate
  - iii) Restore normal functioning and College delivery
- d. Follow-up – monitoring, support, evaluation
  - i) Identification of any other people who may be affected by the critical incident and access of support services for affected community members
  - ii) Maintain contact with any injured/affected parties
  - iii) Provision of accurate information to staff and students where appropriate
  - iv) Evaluation of critical incident management
  - v) Be aware of any possible longer term disturbances e.g. inquests, legal proceedings

### 4. Resources

- a. The nature of critical incidents is such that resources cannot always be provided in anticipation of events. The critical incident committee 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

- a. Manage access of the media to the scene, and to staff, students and relatives
- b. The Principal should normally handle all initial media calls
- c. Determine what the official College response will be
- d. All facts should be checked before speaking to the media
- 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

### 6. Evaluation and review of management plan

- a. After every critical incident, a meeting of the critical incident committee 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.