

## Overseas Student Critical Incident Policy

Overseas Students Policy	Last Review and Approved	January 2023
	Next Review Due	2024

### 1. Introduction

- 1.1 Citipointe Christian College and Citipointe Christian College International (henceforth referred the College) is committed to preventing harm to students and staff by providing a safe and supportive environment for all students.
- 1.2 The College and college staff owe a duty to take reasonable care for the safety and welfare of all students in their school.
- 1.3 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 Contact 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.
- 1.4 A copy of this policy is located on the College's website<sup>1</sup> and in the Overseas Student Handbook.
- 1.5 Overseas students 24-hour emergency contact persons include (contact details provided to students during orientation):
  - Homestay Coordinator: (+61) 0412 304 375
  - Head of International: (+61) 0418 811 399
  - Homestay parents

### 2. Scope of the Policy

- 2.1 This policy applies to college staff, agents, international students and their parents/legal guardians.

### 3. Policy

#### 3.1 Critical Incidents:

- a) For the purpose of this policy, a critical incident or emergency is described as any event or circumstance that has a traumatic and/or dramatic impact:
  - i. on the normal operation of the College, usually in such a way, as to cause severe damage and/or danger to people and/or property.
  - ii. on a student that may cause extreme stress, fear or injury that may affect the student's ability to undertake or complete their course.
- b) Critical incidents may include, but are not limited to:
  - i. Serious injury, illness or death of a student or staff
  - ii. Students or staff lost or injured on an excursion
  - iii. A missing student
  - iv. Severe verbal or psychological aggression
  - v. Physical assault
  - vi. Student or staff witnessing a serious accident or incident of violence
  - vii. Natural disaster e.g. earthquake, flood, windstorm, hailstorm or extremes of temperature
  - viii. Fire, bomb threat, explosion, gas or chemical hazard
  - ix. Social issues e.g. drug use, sexual assault

<sup>1</sup> <https://citipointe.qld.edu.au/international/policies/>

### 3.2 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 relating to child sexual abuse, a critical incident and/or a significant event that has occurred or is alleged to have occurred kept for at least forty-five (45) years.<sup>2</sup>
  - xiv. Ensuring written records relating to an incident, illness, injury or trauma suffered by a child that may have occurred following an incident while being educated and cared for by the College until the child is aged twenty-five (25) years.

### 3.3 Critical Incident Plans - All critical incident plans assign responsibilities among relevant staff members, cover all the actions to be taken and timelines for doing so.

- a) **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
- b) **Additional Action (48 – 72 hours)**
  - i. Assess the need for support and counselling for those directly and indirectly involved (ongoing)

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<sup>2</sup> This is to allow for delayed disclosure of abuse by victims and to take account of limitation periods for civil actions for child sexual abuse as stated in the Royal Commission into institutional Responses to Child Sexual Abuse, Recommendations 8.1 to 8.5

- ii. Provide staff and students, parents /family members with relevant information as appropriate
  - iii. Restore normal operation of the College
- c) **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
- d) **Emergency accommodation** - Where a student's accommodation arrangement is disrupted, the Homestay Coordinator will immediately arrange emergency/temporary homestay for the student until suitable long term accommodation is arranged. The emergency/temporary homestay will be with one of the College's current homestay families.
- e) **Resources** - 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.
- f) **Managing the Media**
- i. Manage access of the media to the scene, and to staff, students and relatives
  - ii. The Principal or delegate will all interactions with the media
  - iii. Determine what the official College response will be
  - iv. All facts should be checked before speaking to the media
  - v. If accurate information is unavailable or the issue is of a sensitive nature, explain that questions cannot be answered at this time
  - vi. Avoid implying blame or fault for any part of the incident as this can have significant legal implications
- g) **Evaluation and review of management plan** - 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

### 3.4 Evacuation Procedures in the Event of Fire, Explosion or other Emergency Situations

- a) **Introduction**
- i. The Emergency Evacuation procedure is to ensure that an orderly plan of action is followed in the case of an emergency (like a fire or an explosion) so that everyone in the college is able to evacuate from or near buildings as quickly as possible, minimizing panic or/and injury. The Emergency Evacuation procedure is practiced throughout the school year through Evacuation Drills.
  - ii. In the event of a **real** fire/danger, the **entire College** must be evacuated. This includes all the children, employees, visitors and parents who may be in the college at that time.
  - iii. Evacuation Drills may be conducted a separate times by separate school i.e. International College, Secondary and Primary
  - iv. The College's 6.1.3 Critical Incident Policy section 5.1.2. is to be followed in the event of an Emergency Evacuation having to take place.
- b) **Preparation for an Evacuation Drill**
- i. All teachers and ancillary staff should read the following instructions so as to be familiar with the procedures involved.
  - ii. Reports of each evacuation drill should be written by the Marshall in the Log Folder of Evacuation Drills. A review of each Evacuation Drill should ensure improvement in procedures. Practice of the routine involved in an evacuation should be valuable to all concerned.
- c) **The Alarm**
- i. The fire alarm should be indicated by the **electric bell** being sounded continuously for at least 90 seconds. Sound proof room in B Block are fitted with flashing red lights to indicate alarms
  - ii. In the event of a power failure, the fire alarm should be indicated by the continuous sounding of a hand operated siren.

- iii. Normally the hand operated siren should be used by the Primary and Secondary Marshall. The hand operated siren should be located in Grace House Reception, Secondary Reception, Outside School Hours Care and with Corporate Services Property Manager.

d) **Practice Alarms**

Some warning may be given that a practice is to be held, but exact times may not be announced. Practice will occur both during school time and during lunch time.

#### 4. **Legislative Provisions and Related Documentation**

##### **Legislative Provisions**

- Education Services for Overseas Students Act 2000 (Cth)
- Workers' Compensation and Rehabilitation Act 2003 (Qld)
- Building Fire Safety Regulation 2008 (Qld)
- Work Health and Safety Act 2011 (Qld).
- Education (Accreditation of Non-State Schools) Act 2017 (Qld)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth)
- Education (Overseas Students) Act 2018 (Qld)

This policy is to be read in conjunction with other policies and College guidelines i.e.

- [Record Keeping, Retention and Disposal Policy](#)
- [5.1 Privacy of Information](#)
- [6.1.3 Critical Incident Policy](#)
- [6.1.9 COVID-19 Return to On-Campus Learning Compliance](#)
- [7.1 Student Protection Policy](#)
- [10.3 11.6 Anti-Discrimination Policy](#)
- [11.4 Grievances Disputes and Complaints](#)
- [Overseas Student Complaints and Appeals Policy](#)
- [Overseas Student Conditions of Enrolment](#)
- [Overseas Student Deferment, Suspension and Cancellation Policy](#)
- [Overseas Student Homestay Policy](#)
- [Overseas Student Intervention Strategy for Failure to Meet Progress, Attendance and Completion Within Expected Duration](#)
- [Overseas Student Progress Attendance and Course Duration Policy](#)
- [Overseas Students Refund Policy](#)
- [Overseas Student Requirements for Entry Policy](#)
- [Overseas Student Transfer Policy](#)
- [Overseas Student Welfare and Accommodation Policy](#)

#### 5. **Policy Review**

- 5.1 This policy will be reviewed annually unless otherwise advised.