

International Student Critical Incident Management Policy



Description of the Policy:

These procedures aim to assist the JMI community to respond appropriately to, and to manage in a compassionate and culturally sensitive manner, critical incidents that involve international students from JMI, in accordance with the ESOS Legislative Framework.

1. Definition

A critical incident is defined 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 living experiences of those affected.

The resulting stress reaction may include emotional, physical, behavioural and cognitive changes evident either at the time of the incident or later. The impact of a critical incident may affect any member of the University, not only those most directly involved.

1. Death of a student or close family member (on or off campus) *
2. Attempted suicide *
3. Life threatening injury/illness *
4. Missing student *
5. Sexual and/or physical assault *
6. Mental health crisis *
7. Threats of violence to staff and students, or to one-self *
8. Drug/ Alcohol overdose *
9. Contacting students in case of family emergency
10. Campus disturbance/ riot*
11. Fire/ Explosion with injuries or significant damage*
12. Chemical/ radiation, bio-hazard spillage*
13. Infectious disease*
14. Natural disasters (local and international)*
15. International hostage situation/ kidnappings*

* Refer to Appendix 1 "Crisis Response Situation Quick Reference".

2. Purpose

The purpose of this document 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 for the institute
- documented
- reported to relevant officers within the institute and government agencies
- communicated to the family in an appropriate way
- managed in a manner to ensure that negative publicity, both locally and overseas, is not generated from an incident

3. Accountability

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All JMI staff members are responsible for reporting a critical incident involving international students to the Chief Executive Officer (CEO).

It is the responsibility of the CEO to determine the appropriate course of action, along with other relevant members of the Critical Incident Management Team (CIMT) for each type of critical incident. The CEO, or their delegate, will call an immediate meeting of the CIMT, made up of the relevant staff, to make decisions on how to proceed.

4. Procedures

4.1. Notification

When a critical incident occurs, the CEO will be informed of the incident immediately. The CEO will then determine the circumstances of the situation, and if necessary establish a CIMT, and assign roles and responsibilities accordingly. In addition to the members of the CIMT, an International Student Advisor may be assigned as liaison officer.

The following steps will be taken:

1. Confirm that the person/people involved in the incident were JMI international students.
2. Record any details of the incident provided by the person who reported the incident.
3. Plan an immediate response.
4. Inform the CEO immediately if a student/s has died, been injured or has an infectious disease.
5. Allocate individual roles and responsibilities for ongoing tasks.
6. Plan an ongoing strategy.

4.2. Assessment

The initial task is to:

- Create a clear understanding of the incident - obtain accurate and up-to-date information about what happened and about the current situation.
- Confirm the identity of the people involved. Gather information from sources such as security, police, hospital, and friends.
- Obtain detailed student information, e.g. student ID number(s) and local address, next of kin, nationality, religion, known medical conditions, OSHC provider and sponsor/agent, etc.
- If the critical incident involves a student with a psychiatric disability the CIMT will determine, in consultation with administration, to what extent information can be provided under the Privacy Policy.
- Depending on the type of incident, the CEO, or liaison officer, should discuss and plan an immediate response and ongoing strategy, and allocate specific roles and responsibilities.

4.3. *Intervention*

Make contact with relevant people (the order will be determined by the specific circumstances):

Police

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

Next of kin

Ensure that next of kin are informed and updated on the current situation. Let them know JMI will arrange or provide support to them. If necessary, interpreter services should be arranged for those families of a non-English speaking background.

If the student is in hospital or critically ill, appropriate transportation or accommodation may be arranged for members of the family.

If a student dies or is critically ill, issues related to burial/repatriation and/or memorial service may need to be discussed with the family.

Sponsor

Contact the relevant sponsor.

Consulate

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

Accommodation provider

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

Other students/staff

Identify those students and staff who are closely involved with the student, ensuring that these people are aware of support within and outside JMI and encourage them to keep in contact with Head of School for assistance.

Hospital

If necessary, the liaison officer will contact the hospital and the student's Overseas Student Health Cover to arrange any guarantor agreements or any other relevant matters.

Counselling

Contact the external Student Services Support officer to advise on the appropriateness and availability of counselling and debriefing sessions for individuals and groups of students and staff.

Organisation, appropriate spiritual or religious support

Establish the student's religion and contact the relevant group/organisation to inform them of the situation and to discuss the role that they might play, including assisting with the organisation of the service or leading the service.

Ask the student's family and friends about an appropriate service or ceremony.

Academic staff

Inform relevant academic staff so that they can make appropriate arrangements e.g. 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. Provide a written bulletin to staff if the matter is complex.

Administrative staff

Discuss issues such as a fee refund, leave of absence or deferred examinations with relevant administrative staff. Provide a written bulletin to staff if the matter is complex.

Organise ongoing technical support to facilitate speedy retrieval of student information, if necessary.

Department of Home Affairs

If necessary, inform Department of Home Affairs about the situation and any student visa implications.

Legal Advice

Help students to obtain legal advice, if needed. Information on free or low cost community legal services is available from Student Services or an International Student Advisor.

4.4. Follow up

Monitor the need for counselling and maintain contact with those who may need ongoing support. Assess the need for follow-up sessions for those involved in the incident and organise if necessary.

If a student has died:

- The liaison officer will discuss funeral arrangements with the student's family.
If the family wish to transport the deceased home:

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- provide aid with transportation and advice on the communication process with the authorities, if necessary.

If the family wish to bury or cremate the deceased in Australia:

- offer assistance arranging the funeral or memorial service.
- At all times, staff will seek to accommodate the cultural and religious customs of the deceased's family.
- Arrange to obtain the death certificate and related documents, pack the personal effects and deliver them to the next of kin, if necessary.
- The Institute will send a letter of condolence to the student's family, prepared by JMI staff.

4.5. Evaluation

- Conduct a debriefing 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.
- Staff involved will evaluate the implementation of procedures and responses, and suggest possible changes and improvement for future critical incidents.
- The CEO or 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 in the appendices.
- Thank you letters may be prepared and sent to all those who contributed to responding to the incident.
- 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 information to another person or agency, due consideration must be given to the privacy policy <http://www.privacy.gov.au/publications/index.html#G>)

5. Related Documents

The following documents are related to this policy:

- ESOS Act 2000
- JMI Risk Assessment Framework
- Emergency and Evacuation Procedures
- Occupational Health and Safety Policy

6. Review

It is the responsibility of the JMI Executive Management for the approval, implementation and review of this policy. Reviews should be undertaken every three years.

7. Version Control

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Document	International Student Critical Incident Management Policy	Author	JMI Executive Management
Approver	JMI Executive Management	Approved	24 January 2018
Version No.	1		
Reviewer	JMI Executive Management	Due for Review	January 2021

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APPENDIX 1 - CRISIS RESPONSE SITUATION QUICK REFERENCE

	Type of Incident	Primary Contacts	Secondary Contacts	Follow-up
1	Death of student	Police Hospital Next of kin Student Administration	Accommodation provider Consulate Relevant students/ Student Association Academic staff Administration staff External Relations HRM Health & Safety Unit* DIAC	JMI CEO OSHC Counselling Service Health Service HRM Health & Safety Unit*
2	Attempted suicide	Security Police Hospital – Mental Health Unit Next of kin	Accommodation provider Relevant students Counselling Service Academic staff	JMI Health Service Counselling Service
3	Life threatening injury or illness	Hospital Next of kin	Academic staff Administration staff Accommodation provider HRM Health & Safety Unit*	OSHC JMI Health service HRM Health & Safety Unit*
4	Missing student	Police Next of kin	Accommodation provider Consulate Relevant students Academic staff Administration staff External Relations DIAC	JMI Counselling Service Health Service
5	Sexual and/ or physical assault	Police Hospital	Health Service Counselling Service	JMI Health Service Counselling Service
6	Mental health crisis	Police Hospital – Mental Health Unit	Accommodation provider Relevant students Academic staff	JMI Counselling Service Health Service OSHC
7	Threats of violence to staff and students, or to one-self	Police Hospital – Mental Health Unit	Accommodation provider Counselling Service Relevant staff/ students Academic staff	JMI Counselling Service Health Service

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8	Drug/ Alcohol overdose	Police Hospital	Accommodation provider Counselling Service Health Service Relevant students Academic staff	JMI Counselling Service Health Service
10	Campus disturbance/riot	Police	Relevant students Hospital Health Service JMI External Relations HRM Health & Safety Unit*	JMI Counselling Service Health Service
11	Fire/Explosion with injuries or significant damage	Police	Relevant students Hospital Health Service JMI External Relations HRM Health & Safety Unit*	JMI Counselling Service Health Service
12	Chemical/radiation, bio-hazard spillage	Police	Relevant students Hospital Health Service JMI Administration staff External Relations HRM Health & Safety Unit*	JMI Counselling Service Health Service
13	Infectious disease	Qld Health	JMI Health Service Accommodation Provider Administration staff Relevant Students Counselling Service External Relations	JMI Counselling Service Health Service
14	Natural disasters (local and international)	Consulate/Embassy Police	Hospital Accommodation Provider Relevant students Academic staff Administrative staff	JMI Counselling Service
15	International hostage situations/kidnappings	Consulate/Embassy Police	Accommodation Provider Relevant students Academic staff Administrative staff External Relations	JMI Counselling Service

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*If death, injury or illness has resulted directly from an activity associated with the student's course of study

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APPENDIX 2 - EMERGENCY RESOURCES

Department	Location	Phone No.
Emergency		000 112 for Mobile
Brisbane Police Communication Centre		3364 6464
Emergency First Aid Service		0500 555912
Poison Information Centre		13 11 26
Brisbane Fire/Rescue Service Enquiries		3247 8594
Mater Hospital	Vulture Street, South Brisbane	3840 8111
Prince Charles Hospital	Rode Road, Chermside	3350 8111
Princes Alexandra Hospital	Ipswich Road, Woolloongabba	3240 2111
Royal Brisbane Hospital	Herston Road, Herston	3253 8111
QE II Hospital	Kessels Road, Coopers Plains	3275 6111
Wesley Hospital	Coronation Drive, Auchenflower	3232 7000
Dept of Foreign Affairs & Trade	www.dfat.gov.au	1300 555 135 (emergencies)
Dept Immigration and Citizenship	http://www.immi.gov.au/	131 881

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APPENDIX 3

CRITICAL INCIDENT PROCEDURE MANUAL CHECK-LIST OF TASKS

Tasks	Done	N/A	Completed Date	Remarks
Notification				
Notification to CEO and relevant staff				
Confirmation of student's identity				
Details of the incident from the person who reported				
If student dies, report to CEO				
Incident Log for phone calls etc. (Incident Controller)				
Assessment				
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				
Intervention				
Contact next of kin				
Contact consulate				
Contact accommodation provider/housemates				
Contact other relevant students/Student Club				
Contact hospital/police/doctors				
Contact Counselling Services				
Contact academic staff				
Contact administration staff – Manager Student Administration				
Contact relevant JMI staff				
Contact DIAC				
Contact Sponsor/ agent/ Home University				
Contact OSHC provider				
Arrange access to legal advice				
Follow up				
Assess the need for ongoing counselling and support				
Assess the need for a debriefing				

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session				
Discuss with the student's family funeral issues				
Discuss with the student's family insurance matters – OSHC, accident, etc				
Arrangement of transportation and accommodation for family				
Arrange interpreters				
Preparation of funeral or memorial services				
Obtain death certificate and student's possessions and arrange transfer of possessions to student's parents, if not covered by insurance				
Prepare and send condolence letters				
Evaluation				
Conduct debriefing session				
Staff evaluation				
Keep records				
Prepare and send thank you letters				

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