



MACKAY CHRISTIAN COLLEGE

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INTERNATIONAL STUDENT CRITICAL INCIDENT POLICY

1. Mackay Christian College recognises the duty of care owed to its students and that planning for the management of a critical incident is essential.
2. 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 eg. earthquake, flood, windstorm, hailstorm or extremes of temperature
 - h. Fire, bomb threat, explosion, gas or chemical hazard
 - i. Social issues eg. drug use, sexual assault
3. **Critical Incident Committee**
 - a. Mackay Christian College has a Work Health and Safety Committee (Critical Incident Committee) to assist the Principal in the prevention and management of emergencies (critical incidents) at the college, or off campus in the case of an overseas student for whom the college has undertaken care responsibilities.
 - b. The Principal is the critical incident team leader.
 - c. The Critical Incident Committee also includes:
 - i. the Principal
 - ii. Health and Safety Advisor
 - iii. Heads of School
 - iv. the College Counsellor
 - v. the Enrolment Officer
 - 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 eg. police, fire brigade, ambulance, hospital, poisons information centre, community health services
 - iv. 24 hour access to contact details for all students and their families and emergency contacts provided by the student's family (for schools with overseas students this will also include Immigration approved guardians, 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 eg. college counsellor, welfare officer, legal services, college security
- vi. development of a critical incident plan for each critical incident identified, including arranging emergency 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 Mackay Christian College are kept on file for at least two years after the student ceases to be enrolled.

4. **Critical Incident Plans for International Students**

- 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 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. In the event of a significant or critical welfare issue involving the student, and if determined necessary by the college, a parent or immigration approved relative agrees to travel to a designated location within 7 days to assume care of the student until the situation has been resolved.
- d. Additional Action (48 – 72 hours)
 - i. Assess the need for support and counselling for those directly & indirectly involved (ongoing)
 - ii. Provide staff and students, parents / family members with factual information as appropriate
 - iii. Restore normal functioning and school delivery
- e. Follow-up – monitoring, support, evaluation
 - i. Identification of any other people who may be affected by 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 eg. inquests, legal proceedings

5. **Resources**

- a. The nature of critical incidents is such that resources cannot always be provided in anticipation of events.
- b. The critical incident committee uses its discretion to provide adequate resources, both physical and personnel, to meet the needs of specific situations.
- c. Staff will be reimbursed for any out-of-pocket expenses.

6. **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

7. **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.