

# SIENA COLLEGE CAMBERWELL INTERNATIONAL STUDENT CRITICAL INCIDENT RESPONSE POLICY



SIENA  
COLLEGE  
CAMBERWELL

## POLICY TITLE: INTERNATIONAL STUDENT CRITICAL INCIDENT RESPONSE POLICY

### DEVELOPED / REVIEWED BY

Policy Committee  
Director of Business Services and Advancement  
Deputy Principal Wellbeing and Strategy  
Head of Admissions  
Risk and Compliance Manager  
Human Resources Manager

### REVIEW SUMMARY

Policy to be presented to the Policy Committee for the first time at the May 2024 meeting. Policy to be reviewed in the first twelve months to ensure accuracy to current legislative components.

*The Dominican Ideals are a commitment to truth explored in dialogue, a vibrant preaching of the Gospel, a critical appreciation of culture and cultures, and a love of the beautiful. Our goal in each of our Educational Ministries is to foster these values, together with a spirit of prayer and contemplation, respect for the dignity and uniqueness of each individual, and the pursuit of excellence. (Dominican Education Australia)*

Sienna College has a duty of care to ensure the safety and wellbeing of all students. This policy provides a framework for the College to follow in the event of a critical incident. supervision.

### DOCUMENT DEVELOPMENT PROCESS

This document was first developed by Director of Business Services and Advancement, the Head of Admissions and the Human Resources Manager in 2024.

### RATIONALE

Standard 6 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 requires the College have a critical incident management policy and procedures to follow in the event of a critical incident.

### DEFINITIONS

<b>Critical Incident</b>	<p>A traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury. This does not include serious academic misconduct.</p> <p>A Critical Incident involving an international student may occur at any time, while on-campus or off-campus.</p> <p>Critical Incidents are not limited to, but could include:</p>
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- missing students
- severe verbal or psychological aggression
- death, serious injury or any threat of these;
- natural disaster;
- issues such as domestic violence, physical, sexual or other abuse; and
- other non-life threatening events.

## PRINCIPLES / GUIDING PRINCIPLES

This Policy set out the process that the College will undertake to respond to and manage international student critical incidents in a timely and coordinated manner, and to ensure these incidents are:

- responded to or resolved in the best way possible for the student(s), their families and the College
- reported within the College and to external authorities such as relevant international and Australian government agencies and other stakeholders as required
- communicated to the student's family in an appropriate and culturally sensitive way
- documented appropriately.

## PROCEDURES

Please refer to the College's Critical Incident Flowchart for the procedures to be enacted in the event of a Critical Incident.

### **Contact Information**

The College will contact relevant authorities for support, in the event of a critical incident. Details are set out in the table below.

Contact details of the international student's family and Host Family are retained on file and will be readily accessible in the event of a critical incident.

Police / Ambulance / Fire	000
Local police	9882 0688
State Emergency Service	132 500
Hospital Eastern Health	1300 342 255
Child Protection (Regional Office)	1300 360 391
Child Protection After Hours	131 278
Child Protection	1300 360 391
Department of Home Affairs	13 18 81
Beyond Blue	1033 22 4636



**Critical Incident occurring on campus, during school hours or while attending a school-related activity**

In the event of a whole school incident occurring onsite at the College campus, all students including international students, will follow the instructions of their teachers and emergency wardens, in accordance with the College's Emergency Management Plan.

If a health or safety incident occurs involving the individual international student, the student should present to the Health Centre or seek assistance from their teacher or the International Student Coordinator. If a critical incident occurs during a camp or excursion, the Organising Teacher will be responsible for enacting the emergency response plan for the camp or excursion or cooperating with the venue's emergency procedures. The College will follow its usual protocols in dealing with the incident, which may include contacting Emergency Services, the Department of Health and Human Services and the student's parents/ homestay host.

**Critical Incident occurring outside school hours or off-campus whilst not involved in a school related activity.**

Contact details for out of hours emergencies are provided to international students on the International Student Safety Card.

The International Student Coordinator should be contacted in the first instance. If the International Student Coordinator cannot be contacted, the Deputy Principal Student Wellbeing and Strategy or the Principal is the next point of contact.

Upon notification, the International Student Coordinator will communicate with the relevant staff members to mobilise and provide appropriate support to the international student. This could include contacting the relevant authorities, such as emergency services and the Department of Home Affairs for support.

Relevant staff members include:

- Deputy Principal Student Wellbeing and Strategy
- International Student Coordinator
- Head of House and other pastoral leaders
- College Counsellors
- Health Centre Coordinator
- Interpreters (where required)

The student's parents will also be contacted by an appropriate senior member of staff.

The College will endeavour to manage and resolve all incidents with the student and their family in a timely manner.

**Missing Student**

In the event of an unexplained absence, the College will attempt to contact the student or Host Family either by phone or by email to seek clarification for the absence.

All reasonable attempts will be made to contact and locate the student immediately.

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If the international student under the age of 18 cannot be contacted or located and the College has concerns for the student's safety or welfare, the Principal, Deputy Principal Wellbeing and Strategy or the International Student Coordinator will make all reasonable efforts to locate the student including, but not limited to:

- Notifying the police
- Notifying other relevant Commonwealth government agencies
- Notifying parents or legal guardians
- Notifying consular services

The College retains responsibility for the welfare of an international student under the age of 18 until such time as is stipulated in the nominated dates set under Migration Regulations and the student's enrolment.

### **Ongoing Support**

A post incident debrief will be undertaken with the Critical Incident Management Team once the incident has been resolved.

Ongoing support will be provided to the international student and their family, which may include:

- Supporting the student through ongoing medical treatment (physical or psychological)
- Working with the host family to ensure ongoing safety
- Locating suitable alternative accommodation if required. Suitable accommodation will be reviewed in accordance with the **Younger International Student Accommodation Arrangements Policy**.
- Working with the Department of Home Affairs and relevant consular authorities to assist with or resolve any underlying issues
- Providing academic support to the student. Please refer to the **International Student Academic Support Policy**.
- Consultation with the student and parent to establish a mutually agreeable outcome should the student be unable to complete their studies due to the incident.

Support services that are available to international students are detailed in the **International Student Support Services Policy**.

The College will also assess if the Critical Incident constitutes grounds for the deferring or suspending the international student's enrolment. Please refer to the **International Student Deferring, Suspending or Cancelling an Enrolment Policy**.

Student transfers will be considered in accordance with the **International Student Transfers Policy**.

### **Recordkeeping**

The College will maintain a written record of any critical incident and remedial action taken for at least two years after the international student ceases to be an accepted student under the ESOS Act.

Personal information and health information will be managed in accordance with the Australian Privacy Principles. Records are subject to confidentiality and security measures so that access is controlled to

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protect the privacy of individuals, minimise any risk of a breach of privacy and meet our obligation under the Privacy Act 1988 (Cth) and Australian Privacy Principles.

Please refer to the **International Student Records Management and Retention Policy**.

## RESPONSIBILITY

- Principal
- Deputy Principal Wellbeing and Strategy
- Director of Business Services and Advancement
- Head of Admissions
- International Student Coordinator
- Head of House
- College Counselling Team

## RELATED LEGISLATION

- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Education Services for Overseas Students Act 2000 (Cth)
- Privacy Act 1988 (Cth)

## RELATED SIENA COLLEGE POLICIES AND DOCUMENTS

- Younger International Students Policy
- Younger International Students Accommodation Arrangements Policy
- Academic Support Policy
- International Students Support Services Policy
- Deferring, Suspending or Cancelling an International Student's Enrolment Policy.
- International Student Transfers Policy
- International Students Records Management and Retention Policy
- Emergency Management Plan
- Critical Incident Management Flowchart

## RISK

In the Committee's deliberations it is important to consider the College's main strategic processes and the identification of associated risks. Some sample questions are included for referral. Answers are to be documented as part of the policy.

1. **Faith and Catholic Identity.** Identify any risks to Catholic Identity or Dominican charism of the school. How will this policy harm or enhance either?
2. **Reputation.** Identify if there are any reputational risks to the College. How will this policy impact Siena and wider communities?

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3. **Financial.** Identify any financial risks to the College. How will this policy impact the financial stability of the College?
4. **Contemporary Learning and Teaching.** Identify any risks to learning and teaching. How will this policy impact the academic performance of the College?
5. **Wellbeing.** Identify any risks to safety and wellbeing. How will this policy impact the mental and physical wellbeing of the College community?
6. **Community Engagement.** Identify any risks to building community engagement. How will this policy impact community relationships?
7. **Governance and Leadership.** Identify any risks to governance and leadership in the College. How will this policy affect the strategic direction of the College?

Do any risks identified above warrant changes to the proposed policy? If so the policy should be referred back to the developer/s.

#### NEXT REVIEW

May 2024

#### POLICY LOCATION

<https://sienacentral.siena.vic.edu.au/homepage/3452>  
[www.siena.vic.edu.au](http://www.siena.vic.edu.au)

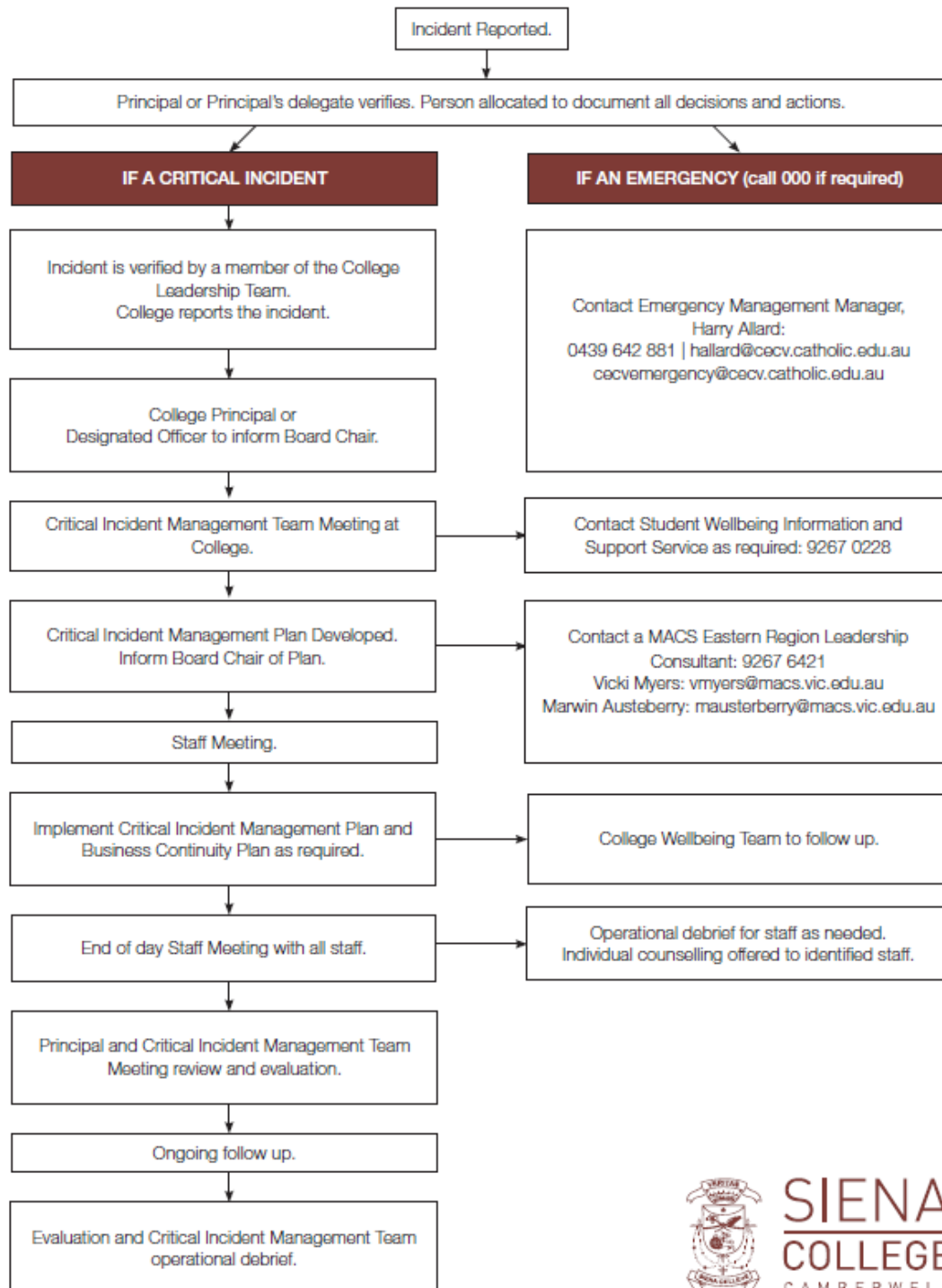
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## CRITICAL INCIDENT FLOWCHART

*In the event of a critical incident occurring, the Principal will convene the Critical Incident Management Team, consisting of: Principal, Leadership Team, Risk and Compliance Manager, Human Resources Manager, Property Services Manager and IT Services Manager.*



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