IVANHOE GIRLS' GRAMMAR SCHOOL

OUR GIRLS SPEAK FOR THEMSELVES.

Policy Title	**International Students Critical Incident Policy**			
Policy Owner	Director of Corporate Services			
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Approved by	Principal			
Review Date	June 2028			
Internal Only Document			Public Only Document	**X**

1. Purpose

Ivanhoe Girls' Grammar School recognises the duty of care owed to its students and that planning for the management of a critical incident is essential. This Policy should be read in conjunction with the Ivanhoe Girls' Grammar School Emergency Management Plan.

2. Scope

This Policy applies to the specific responsibilities associated with the care of international students on a 500 Student Visa in relation to the management of critical incidents both within school and, for students on a CAAW, within non-school environments (e.g. afterhours and in homestay).

3. Definitions

The School	Ivanhoe Girls' Grammar School
500 Student Visa	Allows participation in an eligible course of study in Australia
CAAW	Confirmation of Appropriate Accommodation and Welfare

4. Critical Incident Policy Statement

Ivanhoe Girls' Grammar School acknowledges the duty of care owed to its students and that planning for the management of a critical incident is essential.

Ivanhoe Girls' recognises a critical incident is a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury.

This may include but is not limited to:

- serious injury, illness or death of a student or staff member
- students or staff lost or injured on an excursion
- a missing student
- severe verbal or psychological aggression
- physical assault
- student or staff witnessing a serious accident or incident of violence
- natural disaster e.g. earthquake, flood, windstorm, hailstorm or extremes of temperature
- fire, bomb threat, explosion, gas or chemical hazard
- social issues e.g. drug use, sexual assault
- Child Safety incidents – harm or abuse to children
- Overseas incidents or emergencies in an international student's home country

All students are provided age and culturally appropriate information regarding safety at school and outside of school. This information and support is provided throughout ongoing activities as part of the wellbeing curriculum, and during the orientation process for international students.

5. Critical Incident Whilst at School

If a critical incident occurs on site at the Ivanhoe Girls' Grammar School Campus, all students will follow the instructions of their teachers, tutors, Year Level Coordinators and area wardens, in line with the School's Emergency Management Plan.

If a health or safety incident occurs involving a student whilst on school grounds, during the course of the day or during a school related activity, the student should present to the School Health Centre/First Aid Office, or seek assistance from a staff member.

The School will follow all Health and Safety protocols, as specified within School Policies, to ensure the health and safety of the student.

All critical incidents involving an international student, must be given further careful consideration due to their unique needs as a student from a culturally and linguistically diverse background. For international students holding a 500 Student Visa, if an incident results in the potential breach of visa conditions, the School will advise the relevant authority within 24 hours of the incident taking place.

6. Critical Incident Outside School Hours – International Student

Ivanhoe Girls' acknowledges the role it plays in critical incidents that may occur involving an international student outside of school hours. Should an incident occur to an international student outside of normal school hours and not during a school-related activity, the student, their family or homestay parent/s should contact the school via the Emergency Afterhours Contacts listed on the Student Emergency Safety Card.

The student, their family or homestay parent/s should contact emergency afterhours contacts in the following order, until such time that contact is made:

1. International Student Coordinator
2. Director of Student Wellbeing
3. Deputy Principal/Head of Senior School

If the international student, their family or homestay parent/s are unsure if the issue/concern is an emergency, they should always call regardless.

*Should the incident being reported be an urgent medical or criminal incident (if Ambulance, Fire or Police are required), emergency services should be called **first on 000** and then the Emergency Afterhours Contact/s afterwards.*

In the event of a critical incident, the homestay provider must:

- ensure the immediate safety of the student;
- notify the School immediately following a critical incident;
- provide any necessary support (for example accompanying the student to the hospital); and
- allow the homestay premises to be inspected immediately, if necessary, in the event of a critical incident or emergency which has occurred at the homestay.

Homestay providers will be made aware of the School's critical incident process and the homestay provider's role and responsibilities with respect to this process through mandatory training provided by the School.

Once informed of the incident and if the School has been unable to make contact with the international student and has concerns for the student's welfare, the School will make all reasonable efforts to locate the student and notify Victoria Police and any other relevant agencies (state or national) as soon as practicable.

The responding Emergency Afterhours Contact person will establish a Critical Incident Response Team to manage the incident.

International Students will be briefed during their orientation on what actions to take to report a critical incident.

7. Critical Incident Management

7.1 Immediate Action (within 24 hours)

1. Identify the nature of the critical incident
2. Establish a critical incident response team
3. Implement the appropriate management plan or action strategy
4. Assign duties and resources to School staff
5. Notify, and seek advice and help from any necessary emergency services, hospital/medical services/other state or national agencies as relevant
6. Disseminate information to parents, family members, and homestay parent/s if applicable
7. Complete a critical incident report
8. Arrange Media response if required
9. Assess the need for support and counselling for those directly or indirectly involved in the incident

7.2 Additional Action (48-72 hours after incident)

1. Assess the need for support and counselling for those directly or indirectly involved in the incident (ongoing)
2. Provide staff and students with clear, factual information as appropriate
3. Restore normal functioning and school delivery

7.3 Follow-up – monitoring, support, evaluation

1. Identify any people who may be affected by the critical incident and access of support services for affected school community members
2. Maintain contact with any injured/affected parties
3. Provide accurate information to staff and students where appropriate
4. Evaluate critical incident management
5. Be aware of any possible longer-term disturbances (e.g. inquests, legal proceedings, anniversaries of incident)

8. Resources

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

9. Evaluation and Review of Management Plan

After every critical incident, a meeting of the critical incident team 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.

10. Critical Incident Team

The School is responsible for the effective management of a critical incident that involves an International Student.

Ivanhoe Girls' Grammar School has an Emergency Management Plan which incorporates a Crisis Response Team to deal specifically with the emergency itself and a Trauma Recovery Team to deal specifically with its aftermath. The teams are responsible for the management of critical incidents at the School, or off campus in the case of an overseas student for whom the School has undertaken care responsibilities (i.e. a student on a CAAW).

The Critical Incident Team members are listed in the *Emergency Management Plan*.

The responsibilities of the team include:

- risk assessment of hazards and situations which may require emergency action
- analysis of requirements to address these hazards
- establishment of liaison with all relevant emergency services, e.g. police, fire brigade, ambulance, hospital, poisons information centre, community health services
- 24-hour access to contact details for all students and their families (for schools with overseas students this will also include agents, homestay families, carers, consular staff, embassies and interpreting services if necessary)
- 24-hour access to contact details for all relevant staff members needed in the event of a critical incident, e.g. school counsellor, Student Services, legal services, school security
- development of a critical incident plan for each critical incident identified
- dissemination of planned procedures
- organisation of practice drills
- regular review of the critical incident plan

- assisting with implementation of the critical incident plan
- arranging appropriate staff development
- budget allocation for emergencies.

10.1 Roles & Responsibilities of International Student Key Contacts

In the event of a critical incident occurring the following key contacts of the International Student have a role to play in ensuring the immediate and ongoing safety of the Student.

10.2 The International Student Coordinator (ISC) must:

- ensure the immediate safety of the student
- liaise with the Students Parents/Guardian as required
- liaise with Homestay and welfare providers as required
- when a critical incident occurs the ISC may play a key role as directed by the Crisis Management Team.
- participate in post incident debriefing and implement recommendations applicable to the Ivanhoe Girls' Grammar School International Student Program.

10.3 Parents/Legal Guardians must:

- notify the School immediately if they become aware of a critical incident involving their child
- maintain communication and provide assistance as necessary
- follow up with the School and the student following the incident.

10.4 The Homestay Provider must:

- ensure the immediate safety of their student
- notify the School immediately following a critical incident that occurs at the home or that they become aware of
- provide any necessary support (for example accompanying the student to the hospital)
- allow the homestay premises to be inspected immediately, if necessary, in the event of a critical incident or emergency which has occurred at the homestay.

10.5 Additional Welfare Support must:

- ensure the immediate safety of the student
- notify the School immediately if they become aware of a critical incident
- provide any necessary assistance to the School or the student in the resolution of the incident including providing assistance with translation as required.

Homestay and welfare support providers will be made aware of the School's critical incident process and the homestay provider's role and responsibilities with respect to this process through mandatory training provided by the School. Homestay and welfare support providers must maintain up to date emergency contact details for the School.

10.6 Ongoing Support – International Students

Ongoing support is provided to all students. In particular, for an international student and their family, this may include:

- Supporting the student through ongoing medical treatment whether physical or psychological
- Working with the family to ensure ongoing safety
- Finding alternative accommodation if required, including placing the student with an approved relative if CAAW arrangements can no longer be kept in place
- Advising and working with DHA or any other relevant departments to assist with or resolve any underlying issues
- Assisting the student academically if necessary and to ensure they continue to meet the conditions of their visa with regard to Course Progress
- 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

If CAAW arrangements are compromised as a result of any critical incident, the School will work closely with the international student and their family to seek immediate and alternative approved arrangements, in order to maintain the ongoing safety and welfare of the student. This may include placing the student with a DHA approved relative after notifying DHA of the situation (within 24 hours).

All communications including timelines of key contacts and communications regarding the critical incident will be documented and kept on file for a minimum of two years after the student ceases to be enrolled at Ivanhoe Girls'.