EQI International Student Critical Incident Policy and Procedures

BACKGROUND

Education Queensland International (EQI) is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) as a Registered Provider of courses to students in Queensland. EQI provides primary and secondary school courses to international students through selected Queensland Government Schools. As a Registered Provider, EQI must comply with the provisions of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (National Code 2007).

The National Code 2007 sets out the requirements of education providers in relation to the educational outcomes and services which must be delivered to students on student visas.

Standard 6 of the National Code 2007 requires Registered Providers to have a documented critical incident policy together with procedures that cover the actions to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.

Principals of Queensland Government Schools have responsibility for the care and support of students enrolled in their Schools. This responsibility also extends to enrolled international students.

All EQI and school based international staff require knowledge and understanding of the National Code 2007 as it relates to critical incidents and the EQI Critical Incident Policy and Procedures.

Any traumatic event experienced by domestic students can be experienced by international students studying in Australia, in most cases, without the direct support of their families. When the students involved in a crisis situation are international students, additional actions are required. While critical incidents may be experienced by all students at a school the impact on an international student's visa is also a consideration.

When international students are involved in a critical incident EQI, as the responsible agency within the Department of Education and Training, has a responsibility to ensure that all necessary actions are taken and that cultural sensitivity is maintained.

PURPOSE

The EQI International Student Critical Incident Policy and Procedures provides direction for the development of school international student critical incident management plans, response hierarchies for EQI, International Student Centres and schools and for the documentation, reporting, and recording of critical incidents relating to international students.

The EQI International Student Critical Incident Policy and Procedures **do not** override any existing Department of Education and Training critical incident policy and reporting procedures for schools. The EQI International Student Critical Incident Policy and Procedures **do** provide additional procedures, reporting and recording frameworks required.

WHAT IS A "CRITICAL INCIDENT"

A critical incident is defined as a traumatic event or threat of such (within or outside Australia) which does, or is likely to cause, extreme fear, physical and/or emotional distress or injury to staff and/or students and may be regarded as outside the normal range of experience of the people affected.

A critical incident may take place at school or outside of school. Therefore the EQI Critical Incident Policy and Procedures are not limited to handling only those incidents that might occur at school.

EXAMPLES OF CRITICAL INCIDENTS

Examples of student centred critical incidents can include but are not limited to:

1.   Any fatality, near fatality or incident likely to affect seriously a number of staff and/or students;

2.   Suicide or attempted suicide;

3.   Diagnosis of a serious medical condition;

4.   A student's mental health has become a concern (depression, self harm);

5.   Overdosing of prescribed medication or illicit drugs;

6.   Serious bullying or harassment (e.g. extortion);

7.   A female student has fallen pregnant or a male student has been involved in a female falling pregnant;

8.   Possession of illegal drugs;

9.   A student has demonstrated addictive behaviour (drugs, alcohol, gambling);

10.   Criminal activity;

11.   Traffic accidents involving students;

12.   Severe emotional trauma relating to family or friends;

13.   Sexual assault;

14.   Any incident involving an international student reported by the Queensland Police Service to a school or EQI;

15.   Assault or threats of violence;

16.   Significant theft or loss of personal property (e.g. value over $1,000); and

17.   Trauma as a result of a natural disaster or event in the student's home country.

Critical incidents of a more general nature that international students may be exposed to as part of the school community may include but are not limited to:

1.   Bomb threat or explosion;

2.   Fire;

3.   Acts of terrorism;

4.   Death or serious injury to teaching staff and students;

5.   Natural disasters (floods, bush fires, cyclones).

POLICY

Corporate Office - EQI responsibilities

The EQI Corporate Office will be responsible for:

1.   Developing the Critical Incident Policy and Procedures.

2.   Reviewing the EQI International Student Critical Incident Policy and Procedures annually in July or as required following a critical incident.

3.   Ensuring all Schools in the International Student Program network of Schools (ISP Schools) have documented Critical Incident Management Plans.

4.   Maintaining a Critical Incident Register that documents the nature of all critical incidents and the follow up actions taken for ISP Schools.

5.   Developing an electronic Critical Incident Register to record incidents, follow up actions and outcomes.

6.   Collect and collate incident data each school term from Schools via International Student Centres and across EQI.

7.   Reporting quarterly through the International Student Program Operations Committee (ISPOC).

8.   Facilitating critical incident training on an annual basis (or as required) for school and EQI staff.

Principal and School responsibilities

Principals of ISP Schools are responsible for:

1.   Developing a Critical Incident Management Plan that includes additional steps applicable to international students.

2.   Forming a Critical Incident Management Team to respond to incidents involving international students participating in EQI courses of study.

3.   Maintaining a Critical Incident Register that documents the nature of all critical incidents and the follow up actions taken.

4.   Forwarding the Critical Incident Register to the Manager of their Alliance International Student Centre (ISC) at the end of each month. For those Schools not in an Alliance the Critical Incident Register should be forwarded to the ISP Operations Manager in EQI.

5.   Ensuring that all international school based staff are trained in the Critical Incident Policy and Procedure.

ISC Managers and EQI Operations Manager responsibilities

1.   ISC Managers and the ISP Operations Manager will compile the Critical Incident Registers for each school into a single report and forward them to the Manager International Student Programs at the end of each month.

2.   The Manager ISP will prepare a Critical Incident Quarterly Report for information at the ISPOC each quarter.

Complaints and Appeals

For certain types of critical incidents where a student's visa may be cancelled, deferred or suspended the student must be advised of their right to access the EQI Complaints and Appeals process in accordance with Standard 8 of the National Code 2007.

Crisis Communications Management — Department of Education and Training (DET)

The nature of critical incidents is that they can vary in degrees of severity. From time to time there may be critical incidents where international students are involved that could have wider interest for the media and stakeholders.

Where such incidents occur the DET crisis communications protocol should be used to inform the DET Corporate Communications and Marketing unit, the Director General and the Minister's office.

POLICY REVIEW

The EQI International Student Critical Incident Policy and Procedures will be reviewed annually in July or as required following a critical incident.

CRITICAL INCIDENT MANAGEMENT PROCEDURE

<u>If a school is not involved the Director EQI is notified immediately.</u>

1. Director EQI is to convene a Critical Incident Management Team.

2. The Critical Incident Management Team is to:

    (a)   verify the incident;

    (b)   identify the stakeholders involved;

    (c)   check-off and prioritise relevant tasks on the checklist;

    (d)   allocate responsibilities;

    (e)   establish lines of communication;

    (f)   ensure immediate tasks are undertaken; and

    (g)   ensure secondary and follow-up tasks are undertaken.

3. Director EQI will, depending on the nature of the incident:

    (a)   inform the Corporate Communications and Marketing Unit should Crisis Communications Management be required (i.e. potential media interest).

    (b)   debrief Critical Incident Management Team.

    (c)   review tasks undertaken during the crisis and make any necessary changes to the EQI Critical Incident Management Policy and Procedure document.

    (d)   ensure that documentation and recording of the actions taken occurs.

<u>If a school is involved the Director EQI is notified immediately.</u>

1. The Principal should follow the requirements of the school Critical Incident Policy and in addition notify the Director EQI.

2. Director, EQI, will nominate an EQI staff member to join the school's Critical Incident Management Team.

3. Director EQI will, depending on the nature of the incident inform the Corporate Communications and Marketing Unit should Crisis Communications Management be required (i.e. potential media interest).

4. EQI staff to carry out tasks allocated to them by the Critical Incident Management Team.

5. The EQI staff member on the Critical Incident Management Team is to inform the Director EQI of progress and developments.

6. The Principal is responsible for debriefing the Critical Incident Management Team.

7. Director, EQI is responsible for debriefing EQI staff involved in carrying out tasks.

8. Manager ISP to review tasks undertaken during the crisis and make any necessary changes to the EQI Critical Incident Management Policy and Procedure document.

9. The Principal ensures that documentation of the incident occurs and that the Critical Incident Register is completed.

Critical Incident Management Task Checklist
Immediate Tasks

NOTIFY AUTHORITIES	
Notify Emergency services	☐
Notify the Department of Immigration and Citizenship (DIAC) (if appropriate)	☐
Notify the International Student Programs Manager, EQI	☐
Notify the School welfare coordinator	☐
Notify Alliance Senior Project Officer	☐

COORDINATE PLANNING WITH FAMILY	
Identify a family spokesperson	☐
Inform family contacts in Australia	☐
(Keep in mind language barriers, cultural traditions and time zones)	
Identify if the family will come to Australia and if so consider reception/accommodation for family and payment issues	☐

IN THE EVENT OF DEATH	
Arrange for funeral or repatriation arrangements	☐
Identify culturally appropriate counselling/support personnel for students, teachers and Homestay providers	☐
Obtain death certificate (this may be required to finalise accommodation and banking arrangements)	☐
Consider the planning of a memorial service	☐

VERIFY INCIDENT	
Identify stakeholders	☐
Prepare statements of the student's family	☐
Prepare statement of EQI office	☐

INVOLVE STUDENTS/TEACHERS/HOMESTAY PROVIDERS	
Facts of the event	☐
Safety issues	☐
Availability of counselling	☐
Family's wishes	☐
Planning of any memorial services	☐

OTHER IMMEDIATE TASKS	
Inform agent	☐
Notify School personnel	☐
Notify Homestay provider	☐
Liaise with EQI officer	☐
EQI to notify embassy (if necessary)	☐
Develop phone and email reference list (specific to the crisis)	☐
Commence record of events	☐
Identify culturally appropriate counselling/support personnel	☐

SECONDARY TASKS	
Liaise with Homestay family in relation to homestay arrangements, etc	☐
Liaise with family and friends over dealing with the student's personal belongings, bank accounts, medical and legal costs	☐
Contact relevant religious organisation	☐

CRITICAL INCIDENT RECORDING AND REPORTING

The accurate recording of critical incidents at the school, ISC and Education Queensland International levels is essential to organisational learning surrounding critical incidents. Organisational learnings can provide direction for future policy and may assist in the prevention of future critical incidents.

The National Code 2007 Standard 6 mandates that providers of education services to international students maintain records of critical incidents and the actions taken.

Documentation of critical incidents is required at the identification of the critical incident, during the critical incident and when the mailer has been finalised.

Documentation is best done as soon as possible after an event in which a critical incident has occurred.

Critical Incident Recording and Reporting Procedure for Schools

Recording

When identifying and managing a critical incident it is important to record accurately all relevant facts and the actions taken. Some of these may include but are not limited to:

1.   Student details;
2.   Time of the incident;
3.   Date;
4.   Other parties involved;
5.   People notified (see Critical Incident Checklist);
6.   Stakeholders notified or involved;
7.   Decisions made;
8.   Follow up action;
9.   Members of the Critical Incident Management team; and
10.   Chronological documentation of events.

Reporting

When the critical incident has been finalised the school Critical Incident Register must be completed.

The Principal will forward the Critical Incident Register to the Manager of their ISC at the end of each month or in the case of non-Alliance Schools the ISP Operations Manager in EQI.

Critical Incident Recording and Reporting Procedure for ISC Managers and the ISP Operations Manager

Recording

As with the recording procedure for Schools any involvement in the management of a critical incident should be documented.

Reporting

ISC Managers will gather from schools the Critical Incident Register for each school in the Alliance on a quarterly basis. The ISP Operations Manager will do the same for non-Alliance Schools.

ISC Managers and ISP Operations Manager will forward these Critical Incident Registers for Alliance and non-Alliance Schools to the Manager ISP each quarter. The Manager ISP will establish a combined Alliance Critical Incident Register.

Corporate Reporting

The Manager ISP will prepare a quarterly Critical Incident Report for the Director EQI. This report will be tabled as an information paper at the ISPOC each quarter.

2013 Education Queensland International Critical Incident Contacts

These contact details are also available in the *Education Queensland International Critical Incident Management Policy and Procedures* document and are for school staff use only. Where a school needs to contact EQI International Student Centre staff in case of emergency, then the following sequence should be followed. If #1 is not available, then contact #2; if not available, then contact #3, etc). The emergency EQI contact officer will inform the Executive Director, DET International and ADG (ESTI) and other Departmental staff as necessary.

EQI		
1	**Angela Maclaine**	3237 0051
	Director - Education Queensland International	0400 915 550
2	**Shaun Rogers**	3237 0684
	Manager International Student Programs	0407 146 698
3	**Wendy Gilbert**	3224 6792
	Operations Manager International Student Programs	0417 731 553
BRISBANE INTERNATIONAL STUDENT CENTRE		
2	**Marisa Robbins**	3247 4018
	Senior Project Officer — ISMS Database Project	0417 610 296
1	**Mirjana Budisavljevic**	3237 1159
	Senior Project Officer — Alexandra Hills SHS, Centenary SHS, Craigslea SHS, Indooroopilly SHS, The Gap SHS, North Lakes SC, Balmoral SHS, Brisbane SHS, Kelvin Grove SC, Bundaberg SHS, Kirwan SHS, Tannum Sands SHS, Trinity Bay SHS, Burpengary SS, Sunshine Beach SS	0437 018 603
	Shirley Hsueh (on leave until April 2013)	3237 0611
1	**Marice Schloss**	3237 0161
	Senior Project Officer – Cavendish Road SHS, Corinda SHS, Kenmore SHS, Sunnybank SHS, Whites Hill SC, Yeronga SHS, Atherton SHS, Cairns SHS, Centenary Heights SHS, Kingaroy SHS, James Nash SHS, Burnside SHS, Mackay North SHS, Maleny SHS, Yeppoon SHS, Smithfield SHS, Edge Hill SS, Jindalee SS, Trinity Beach SS, Merrimac SS, Upper Coomera SC (primary)	0467 779 687
1	**Ah Ram Hong (Acting until January 2014)**	3247 4019
	Senior Project Officer – Ferny Grove SHS, Kedron SHS, Mt Gravatt SHS, Nyanda SHS, Rochedale SHS, Mitchelton SHS, Gladstone SHS, Harristown SHS, Pimlico SHS, Urangan SHS, Kawana Waters SC (primary), Mitchelton SS, Sunnybank SS, Varsity College (primary)	0400 772 908
2	**EQI (as above)**	
GOLD COAST INTERNATIONAL STUDENT CENTRE		
1	**Darryl Earl, Manager**	5553 7111
2	**EQI (as above)**	0439 720 475
SUNSHINE COAST INTERNATIONAL STUDENT CENTRE		
1	**Robyn Simpson, A/Manager**	5457 8319
2	**EQI (as above)**	0407 732 446
CAIRNS		
1	**Linda Forbes, Manager EQI Cairns and Far North Queensland**	4046 5243
2	**EQI (as above)**	0402 838 750

Emergency Services and DIAC Contacts

Organisation	Contact information/Comments
Life threatening emergency (Police, Fire and Ambulance)	000
Queensland Police Headquarters	(07) 3364 6464
Queensland Ambulance Service (non-emergency)	13 12 33
State Emergency Service	132 500
DIAC	131 881

Cultural/Language Interpreters

Organisation	Contact information/Comments
Institute of Modern Languages	Ph: 3365 6490 University of Queensland, St Lucia Website: www.iml.uq.edu.au
Translating and Interpreting Services (TIS) Telephone interpreter service: Tel: 13 1450 (24 hours) Interpreter service (in person): Fax: 1300 654 151 Tel: 1300655082	Provides face-to-face & telephone interpreters. Both services require bookings although emergencies can usually be catered for depending on the language required. **(prefer that requests are faxed)** Both EQI & EQ have an account with TIS: C615072 (for EQI clients) C059387 (for all other parts of EQ) http://education.qld.gov.au/studentservices/inclusive/cultural/esl/interpreter-guidelines.html
National Accreditation Authority for Translators and Interpreters Ltd (NAATI) Yungaba Centre, 120 Main Street Kangaroo Point QLD 4169 Ph: +61 7 3393 1358 Fax: +61 7 3393 0745 Email: biroff@naati.com.au	**Hotline Number +1300 557 470** http://mail.naati.com.au/naati/pdsearch/pdsearch.aspx Office Hours 9.00 am to 4.00 pm Monday to Friday

Cross-cultural Medical Support

Organisation	Contact information/Comments
Qld Transcultural Mental Health Centre Transcultural Clinical Consultation Service 519 Kessels Road MacGregor QLD 4109	8:30am to 4:30pm (Monday to Friday) TCCS: Tel 3240 7230 QTMHC: Tel 3167 8333; Fax 3167 8322 Toll free 1800 188189 TCCS is a specialist mental health service for person on NESB. It provides: • information about cultural, political or religious aspects • Advice • Resources and referral options • Case discussion
Harmony Place **Multi-cultural Centre for Mental Health and Wellbeing Inc** 30 Shottery Street, Yeronga Q 4104 PO Box 3135, Yeronga Qld 4104	Tel: 3848 1600 Fax: 3848 1699 Email: admin@harmonyplace.org.au http://www.harmonyplace.org.au/index.html

Queensland Health Service Districts	
Brisbane Northside including Caboolture and Redcliffe	3139 4000
Brisbane Southside including Redlands and Logan	3299 8899
Toowoomba and Darling Downs	4616 6000
Central Queensland including Gladstone and Yeppoon	4920 6211
Gold Coast	5519 8211
Wide Bay	4150 2222
Fraser Coast	4122 8222
Mackay	4968 6000
Sunshine Coast and Cooloola including Gympie	5470 6600
Cairns and Hinterland	4050 6333
Townsville	4796 1026

Legal Services

Organisation		Contact information
Queensland Association of Independent Legal Services (QAILS) http://www.qails.org.au/		
(Centre locator)		
QUEENSLAND COMMUNITY LEGAL CENTRE DIRECTORY		
▪ Arts Law Centre of Queensland	Brisbane	3211 3628
▪ Bayside Community Legal Service	Capalaba	3206 2724
▪ Cairns Community Legal Centre	Cairns	4031 7688
▪ Caxton Legal Centre Inc	New Farm	3254 1811
▪ Central Queensland Community Legal Centre	Rockhampton	4922 1200
▪ Gold Coast Legal Service	Southport	5532 9611
▪ Logan Legal Advice Centre	Slacks Creek	3826 1599
▪ Logan Youth Legal Service	Slacks Creek	3826 1500
▪ Mackay Regional Community Legal Centre	Mackay	4953 1211
▪ Nundah Community Legal Service	Nundah	3260 6820
▪ Peninsula Community Legal Service	Redcliffe	3883 4834
▪ Pine Rivers Community Legal Service	Lawnton	3205 2955
▪ Queensland Advocacy Inc	Brisbane	3236 1122
▪ Refugee and Immigration Legal Service	West End	3846 3189
▪ South West Brisbane Community Legal Centre	Inala	3372 7677
▪ Stanthorpe Community Legal Service	Stanthorpe	4681 3777
▪ Suncoast Community Legal Service	Maroochydore	5443 7827
▪ Taylor Street Community Legal Service	Hervey Bay	4194 2663
▪ The Advocacy and Support Centre	Toowoomba	4616 9700
▪ Townsville Community Legal Service	Townsville	4721 5511
▪ Welfare Rights Centre Inc	Stones Corner	3421 2510
▪ Women's Legal Service	Annerley	3392 0670
▪ Youth Advocacy Centre	Wilston	3356 1002