

## International Unit response

The International Unit to determine the nature of the critical incident:

- Serious injury, illness or death
  - Missing student
  - Workplace accident/on-campus/off-campus
  - Assault – physical/verbal/bullying/sexual
  - Abuse – drug/substance/alcohol
  - Natural disaster (flood, bushfire, earthquake)
  - Life-threatening situation (bomb threat, hostage involvement, fire)
  - Community Health issue (such as infectious disease, exposure to toxic substances)
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- Liaise with emergency and/or medical services and maintain an awareness of the location and condition of the injured student/s.
  - Contact Department of Home Affairs and Embassy/Consulate.
  - Ensure WHS requirements are maintained.(assistance can be provided by the TAFE SA WHS team, <http://in.tafesa.edu.au/ohsw/index.php> )
  - Notify Senior Management.
  - Contact and liaise with next of kin if warranted. If student is under 18, contact parent/guardian.
  - Ensure a report is filed in the student's StudyLink file, and on SIS if relevant.
  - Contact and liaise with Legislation and Delegations to determine if any legal advice is required, and seek advice regarding insurance.
  - Contact and liaise with the Chief Financial Officer as required, e.g. to ensure accesses to emergency funds are available if required, as needed. Implement emergency financial delegations, and to ensure adequate financial control.
  - Arrange meeting with affected program area, organise counselling via EAP if required.
  - Disseminate factual information to staff, students and TAFE SA community, being mindful of confidentiality, liaising with the Communications Unit, if applicable
  - Arrange for necessary services as appropriate (funeral, memorial, rehabilitation, repatriation).
  - Co-ordinate additional assistance to the student as required – e.g. counselling, incident-related benefit payments/reimbursements/claims.

## International Student's Support: Incident Protocol

Situation	What is the communication strategy?	Identify institution resources	Identify external resources
<b>Missing student</b>	<ul style="list-style-type: none"> <li>• Access all student's contact details</li> <li>• Contact student's friends/network</li> <li>• Contact SAPOL</li> <li>• Contact program area</li> <li>• Contact accommodation provider</li> <li>• Contact Department of Home Affairs</li> <li>• Contact parents/emergency contact/next of kin</li> </ul>	<ul style="list-style-type: none"> <li>• SIS/StudyLink</li> <li>• Program area</li> <li>• Counselling team</li> </ul>	<ul style="list-style-type: none"> <li>• Department of Home Affairs – 131 881</li> <li>• SAPOL – 131 444</li> <li>• Hospital/Emergency services</li> </ul>
<b>Student assaulted</b> including: Domestic violence Physical abuse Sexual abuse Verbal abuse Psychological and aggression abuse	<ul style="list-style-type: none"> <li>• Contact student</li> <li>• Contact SAPOL/Emergency services</li> <li>• Contact Hospital</li> <li>• Notify program area</li> <li>• Contact accommodation provider</li> <li>• Contact student's parents/emergency contact</li> <li>• Media management</li> </ul>	<ul style="list-style-type: none"> <li>• SIS/StudyLink</li> <li>• Program area</li> <li>• Counselling team</li> <li>• Learning support team</li> <li>• Communications team</li> </ul>	<ul style="list-style-type: none"> <li>• SAPOL/Security Firm</li> <li>• Hospital/Emergency services</li> <li>• TAFE SA Legislations and Delegations/Legal services</li> </ul>
<b>Student involved in fatal accident/serious injury</b>	<ul style="list-style-type: none"> <li>• Contact SAPOL</li> <li>• Contact Hospital/Emergency services</li> <li>• Contact student's parents/emergency contact</li> <li>• Notify program area</li> <li>• Notify AD/PEO</li> <li>• Contact country embassy/consulate</li> <li>• Seek legal advice</li> <li>• Media management</li> <li>• Contact Department of Home Affairs</li> <li>• Contact Manager WHS &amp; IM (0447 115 196)</li> </ul>	<ul style="list-style-type: none"> <li>• SIS/StudyLink</li> <li>• Program area</li> <li>• Counselling team</li> <li>• Critical incident policy document</li> <li>• Communications team</li> </ul>	<ul style="list-style-type: none"> <li>• Hospital/Emergency services</li> <li>• SAPOL</li> <li>• Department of Home Affairs 131 881</li> <li>• TAFE SA Legislations and Delegations/Legal services</li> <li>• Embassy/Consular office <a href="http://www.dfat.gov.au/embassies.html">http://www.dfat.gov.au/embassies.html</a></li> <li>• Funeral services</li> </ul>
<b>Injured student</b>	<ul style="list-style-type: none"> <li>• Contact student</li> <li>• Contact SAPOL/Emergency services</li> <li>• Contact Hospital</li> <li>• Contact student's parents/emergency contact</li> <li>• Notify program area</li> <li>• Liaise with counselling/learning support teams</li> <li>• Complete a TAFE SA HIRM Report</li> </ul>	<ul style="list-style-type: none"> <li>• SIS/StudyLink</li> <li>• Program area</li> <li>• Counselling team</li> <li>• Learning support team</li> </ul>	<ul style="list-style-type: none"> <li>• Hospital/Emergency services</li> <li>• SAPOL</li> <li>• Department of Home Affairs – 131 881</li> </ul>

**Under 18 students:** In addition to the above, contact Homestay Provider and Guardianship Provider.

If the student under the care of the homestay host is involved in a critical incident, the homestay host must advise the student's caregiver immediately. Examples of a critical incident include:

- The student is missing from approved accommodation
- Death
- Serious injury
- The student's involvement in some behavioural issues as domestic violence, physical or psychological abuse
- Disruption to accommodation, welfare or support arrangements.

<b>Procedure</b>	<b>Responsibility</b>	<b>Timeline</b>
1. Notify student's caregiver of emerging concern	Homestay host	Immediately
2. Caregiver to inform International Student Unit of time, location and nature of incident, threats and people involved	Caregiver	Within 48 hours
3. International Student Support Consultant will assess the situation, convene a meeting with the caregiver to decide on further actions, and file an incident report	Internal Student Support Consultant	Within One Week
4. Implement critical incident response and protocol of TAFESA	International Student Support Consultant	As required
5. International Student Support Consultant to decide who will inform and update the student's parent/legal custodian of the incident	International Student Support Consultant	Within One Week