



INTERNATIONAL STUDENTS CRITICAL INCIDENT POLICY

Huntingtower为国际学生及其家庭提供个性化和定制的支持，包括语言援助。请亲临或致电 9831 8888 与总办事处联络。

Huntingtower provides individualised and custom-tailored support for international students and their families, including language assistance. Please contact the main office either in person or by telephoning 9831 8888.

Statement of Context and Purpose

The International Students Critical Incident Policy serves as a framework to guide Huntingtower in offering a responsive and supportive approach to addressing critical incidents involving International students. Its core objective is to ensure that the School delivers an appropriate response and the required level of support to all International students facing a critical incident.

Application

This policy seeks to inform Huntingtower's International students, their parents, caregivers, and staff about the established processes and procedures intended to provide comprehensive support in such situations.

Critical Incident

An incident involving an International Student may occur in the School environment or outside. It may involve staff, students or those close to them. The network of those involved in a traumatic event can be wide, especially if it directly involves the School. Feelings of grief and loss can continue over long periods of time. A critical incident is an occurrence where an International student's health or wellbeing is, or has been, placed at significant risk. 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 affecting the student's family or host family 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

Critical Incident Whilst at School

Should a whole school incident occur onsite at Huntingtower, all students, including International Students will follow the instructions of their classroom teacher and emergency wardens in line with the Schools Emergency Management Plan.

If a health or safety incident occur involving an individual student whilst on the School grounds, during the course of a school day or during a school related activity, the student should present to the School First Aid room or seek assistance from a teacher or their Mentor.

The School will follow all Health and Safety protocols as specified within the School policies in order to ensure the health and safety of the student, this may include the contacting of emergency services or DHHS if required.

If such an incident occurs that results in the potential breach of visa conditions, the School will advise the relevant authority within 24 hours.

Critical Incident Outside of School Hours

Should an incident occur to an International Student outside of normal School hours and whilst not involved in a school related activity, the student should contact the Huntingtower International Student Coordinator (ISC) in the first instance.

If they cannot contact the ISC then the Principal will be available to support the student. All contact details for out of hours emergencies are provided to the International Students and their parents via the Huntingtower International Student Safety card.

The ISC is required to communicate with the School immediately regarding all incidents involving an International Student, so that details can be recorded in accordance with the ESOS standards.

Huntingtower will endeavour to manage and resolve all incidents with the student and their family in a timely manner. As soon as the School is informed of the incident, the Principal or the Principal's delegated authority will contact any appropriate emergency services and/or 000 for support.

The nominated school support person or the Principal will contact the student's parents to explain the situation and to ensure them the safety and wellbeing of the student is priority. The ISC will then contact the following people and establish an emergency communication group:

- Appropriate Head of School
- Head of Wellbeing
- Family
- Nominated school support person assigned to support the student and family
- School Psychologist
- Risk and Compliance team
- School nurse (If deemed necessary)

The Head of Wellbeing and School Psychologist will contact the appropriate authorities such as DHHS, Department of Home Affairs and if necessary local counselling groups.

Missing Student

If a student is not in attendance at school the School will contact the parent or host family before midday to seek an explanation. All reasonable attempts will be made to contact and locate the student immediately. If the student cannot be contacted and the school has concerns for their welfare as a result of the non-contact the ISC or Principal will engage the relevant emergency services such as the police to assist.

The school will then contact the parents, homestay hosts and appropriate government departments to report the situation and seek assistance. The Risk and OHS Manager will convene the emergency communication group to assist in the immediate situation and to offer further ongoing support to the student and family once the situation has been resolved.

Ongoing Support

A post incident debrief will be undertaken with the emergency communication group and Principal once the incident has been resolved. Ongoing support will be provided to the International Student and 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 Immigration departments to assist with or resolve any underlying issues
- Assisting the student academically
- 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 family to seek immediate and alternate arrangements in order to maintain the ongoing safety and welfare of the student. This may include placing the child with an approved relative and notifying immigration of the situation (within 24 hours).

If a course transfer, cancellation or suspension has resulted due to an incident, procedures outlined in the 'Transfer, suspend and cancel policy' will be enacted, this includes the communication of subsequent arrangements to the required authorities and in PRISMS. However, the School will continue to be responsible for the welfare of the students until all arrangements are finalised.

All communications including timelines of key contacts and communications will be documented by the ISC and kept on the students file for a minimum of 2 years following the completion of study.

Related documents

- Critical Incident Plan
- Child Safety and Wellbeing Policy

Communication

This Policy is available to staff, parents and the School community via the School's website. In addition, relevant aspects of this Policy may be raised at staff and parent meetings.

Evaluation

The Principal is primarily responsible for monitoring Huntingtower's overall compliance with this Policy, which will be reviewed as part of Huntingtower's policy review cycle (and otherwise as and when required).

Authorisation

This policy was authorised by the Acting Principal October 2023

Date of next review: October 2025