

Section:	International Students	Stella Maris College
Procedure:	CIP Injury to Overseas Student	ABN 88 058 323 827
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STELLA MARIS COLLEGE

Critical Incident Plan-injury to overseas student

In this example the critical incident is a traumatic event such as serious injury to an overseas student.

Policy: Follow intention of Stella Maris Critical Incident Policy.

Objective of Plan: To ensure that once a critical incident such as an injury occurs it is managed to minimise the physical, emotional and psychological impact on the particular student and that all procedures of the policy are followed.

Scope of Plan:

1. Injured student treated.
2. Assistance sought.
3. Documentation occurs for further reference.
4. Notification of Critical incident Team Leader (Principal).
5. Dissemination of information to parents and family members.
6. Completion of Critical Incident Report.
7. Media response if required.
8. Assess need for support counselling.
9. Plan for longer term action and communication with appropriate authorities.

Issued By: Principal

Key Points: Immediate Action must be followed up by plans for longer term action and evaluation of the plan enacted.

There is a requirement under the National Code (2018) Standard 6 to document an example of a critical incident plan for the college.

All Files referred to in this Procedure are stored in the Forms folder of the International Students directory of the College Procedures Manual.

Procedure:

Immediate action (within 24 hours)

1. Identify the nature of the critical incident.
2. Obtain as much information as possible regarding the nature of the critical incident. (Who is the injured student? Where did the injury occur? How severe is the injury? Where is the student now? Has an ambulance been called? Is the student in hospital now? Which hospital? Is an interpreter required?)
3. Document the information on the appropriate form. (File IS_CriticalIncidentReport_110118)
4. Notify the Critical Incident Team leader (Principal).
5. Assignment of duties to school staff. Identify a staff member, most likely the International Student Coordinator to be the liaison person.
6. Meet with the Critical Incident Team.
7. Implement appropriate management plan depending on whether student is on, off campus or in hospital. (e.g. if off campus-call an ambulance and either meet the ambulance at the location or at the hospital.)
8. Dissemination of information to parents and family members. (When there are a number of people to contact a simultaneous contact should be attempted i.e. to parents by interpreter (International Marketing Manager or foreign language teacher), to homestay family and guardian by other

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members of the Team.

9. Completion of Critical incident report.
10. Media response by Principal (if appropriate).
11. Assess the need for support and counselling to those directly and indirectly involved.
12. In the event of serious injury, enlist the assistance of overseas consular staff to assist the family with travel arrangements to Australia and interpreting services to assist with communication with relevant medical and counselling services.
13. Inform DIAC of the incident.

Additional action (48-72 hours)

14. Assess the need for support and counselling.
15. Provide staff, students and families with factual information as appropriate. It may be appropriate for the Principal to address the school and inform all members of the community of the facts of the incident and the condition of the student.
16. Restore normal functioning and school delivery.

Follow up-monitoring, support and evaluation

17. Identification of others affected and access support services necessary.
18. Maintain contact with injured/affected parties.
19. If the student is in hospital for some time support and assist the family, depending on the student's condition it may be necessary to provide school work, discuss with the family any changes to enrolment e.g. suspension or cancellation of enrolment and make any changes required on PRISMS.
20. Provision of accurate information to community members where appropriate with updates of the student's condition.
21. Evaluation of Critical Incident management and the effectiveness of the management plan. Make any adjustments to the plan.
22. Plan for possible longer-term disturbances e.g. inquests, legal proceedings and seek appropriate advice.

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