

ISCA Critical Incident and Management Policy and Procedure

Note: This policy is subject to change from time to time. Please check all ISCA Policies on a regular basis for updates.

Reviewed 1 January 2018

Document Overview

These procedures aim to assist International Student Care Australia (ISCA) to respond appropriately and ensure the relevant stakeholders are informed, and to manage in a compassionate and culturally sensitive manner, critical incidents that involve international students placed in Homestay by ISCA, in accordance with Standard 6.4 of the National Code 2007.

Related Documents

National Code Part D, Standard 6 Explanatory Guide

Definition

A critical incident is defined as *'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'*. It is an event that causes individuals to experience a strong emotional reaction that interferes with their usual coping skills. The event has a level of trauma that is beyond the normal living experiences of those affected.

The resulting stress reaction may include emotional, physical, behavioural and cognitive changes evident either at the time of the incident or later. The impact of a critical incident may affect the host family or ISCA staff, not only those most directly involved.

Critical incidents are not limited to, but could include:

- Death of a student or close family member
- Attempted suicide
- Life threatening injury/illness
- Missing student
- Mental health crisis
- Threats of violence to one-self, host family member or ISCA staff member
- Severe verbal or psychological aggression
- Drug or alcohol overdose
- Natural disaster; and
- Issues such as domestic violence or sexual assault

Purpose

The purpose of this document is to articulate a plan for delivering a timely and co-ordinated response to critical incidents and to ensure that the reported critical incidents are:

- Responded to, or resolved, in the best possible way for the student(s), their families, for the host family and for ISCA
- Documented
- Reported to relevant personnel of the Education Provider and government agencies
- Managed in a manner to ensure that negative publicity, both locally and overseas, is not generated from an incident

Accountability

With reference to the *National Code*, as ISCA is providing a management tool for Education Providers which are required to have in place a critical incident management policy, as per *Standard 6.4 of the National Code*, our role is one of a communication conduit. It is the responsibility of the Education Provider to determine the appropriate course of action for each critical incident as provided in their own critical incident management plan.

Notification

In cases of a critical incident the **ISCA Critical Incident Policy and Procedure** must be engaged. The Director of ISCA will be informed of the incident immediately. He will determine the circumstances of the situation, and if necessary, assign roles and responsibilities with ISCA staff.

The following steps will be taken:

1. Confirm that the person/people involved in the incident is an international student/s placed by ISCA with a host family.
2. Record any details of the incident provided by the person who reported the incident.
3. Plan an immediate response.
4. Contact the relevant Education Provider, who hold welfare for the student, await instruction from Duty of Care Holder
5. Enact ISCA staff assistance, if required.
6. Complete Critical Incident Initial Report
7. Continue liaising with stakeholders and advise of further action
8. Complete Incident Report/Debrief

Intervention

It is not the responsibility of ISCA staff to contact the next of kin, Consulate, Department of Immigration (DIAC). These matters will fall to the Education Provider under their duty of care responsibilities.

Homestay Host

Keep in contact with the student/s homestay host ensuring that support and assistance is available to them and to keep them informed of the situation as it unfolds.

Evaluation

Conduct debriefing session for everyone directly involved in the incident. People can express their emotions about the incident and ensure that any needs are met. Policies, procedures and the implementation of procedures and responses should be evaluated and possible changes and improvement for future critical incidents discussed and adopted.

Documentation

Documented records should be kept by the Director of ISCA and other ISCA staff members, if involved, throughout the whole response period. Including:

- Detailed documentation
- Copies of emails and letters
- Records of significant interactions
- Contact details for significant people in the process

Follow Up

The following are possible issues that may need monitoring:

- Monitor the need for counselling and maintain contact with those who may need ongoing support
- Access the need for, and organise debriefing sessions for all involved in the incident.

TASK	RESPONSIBLE PERSON	DATE COMPLETED
Notification of critical incident		
Confirmation of Homestay student's identity		
Emergency Services engaged as needed		
ISCA Director contacts Education Provider Representative		
Update and gather information as necessary		
Details of incident are recorded by ISCA Staff		
Assess the need for ongoing counselling and support		
Conduct debriefing session		
Staff evaluation		
Complete all records		

This form is to be completed by the relevant staff member following the notification of a critical incident. This document may be used by the ISCA Director to brief the Education Provider representative contact.

Name of person completing this form:			
Date:		Time incident reported:	
Person reporting incident:			
Homestay Student's identity:			
Education Provider:			
Contact Details:			
Homestay Host:			
Contact Details:			
Nature of Incident:	<i>Outline clearly what happened, where, who was involved and the current situation</i>		
Information from hospital or police (if relevant):			
Name of Officer:	Date:	Time:	
Contact Details:		Case Number:	
Hospital Contact:			
Date:		Time:	
Record any advice or information provided by the Education Provider			
Recorded by:		Date:	
Follow up action for Homestay Host:			