International Students

Critical and Emergency Incidents Policy

Policy

Kennedy Baptist College is committed to ensuring that critical and emergency incidents that could affect an international student's ability to undertake or complete a course, such as, but not limited to incidents that may cause physical or psychological harm, are managed in accordance with the College's policies and procedures.

Purpose

The purpose of this policy is to ensure compliance with *Standard 5 – Younger Overseas Students* and *Standard 6 – Overseas Student Support Services* of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*.

Scope

This policy applies to staff and international students for the duration of their enrolment at Kennedy Baptist College.

Critical Incidents Defined

The National Code defined a critical incident, in relation to international students, as *'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'*. This does not include serious academic misconduct.

Critical incidents are not limited to, but could include:

- Missing international students.
- Severe verbal or psychological aggression.
- Death, serious injury or any threat of these.
- Natural disaster.
- Issues such as domestic violence, physical, sexual, or other abuse; and
- Other non-life-threatening events.

An example of a critical incident that involves a student being affected by an event occurring outside Australia may include the death, serious injury or any threat of these, of a parent or family member in their home country.

Information Provided to Students

The *International Student Handbook* provides information for students about:

- Who to contact in emergency situations, including contact numbers of a nominated staff member.

- How to seek assistance and report any incident or allegation involving actual or alleged sexual, physical, or other abuse; and

- General information on safety and awareness relevant to life in Australia.

College Emergency Response Procedures

A critical or emergency incident involving an international student will be managed in accordance with the College's *Critical and Emergency Incidents Policies* and relevant emergency response procedures, in addition to the requirements for international students.

Where required, the Principal will also report the incident to the Department of Education (DoE) in accordance with the policy.

1. Missing Students

If the College is unable to contact a student and has concerns for their welfare, the College will undertake all reasonable efforts to locate the student, including notifying the police, the parents / guardians, and any other relevant agencies as soon as practicable.

- The Registrar will notify the Principal and the Deputy Principal – Pastoral Care / Director of Students of the situation and keep them informed.

- If not already done, the Deputy Principal – Pastoral Care / Director of Students will report the missing student to the police.

- The Registrar will notify the parents / guardians.

- The Registrar will report the missing student to the Department of Home Affairs (DHA) by lodging a *Non-Approval of Appropriate Accommodation and Welfare Arrangements letter* on PRISMS.

2. Death or Serious Injury

In the instance of a fatality or serious injury, the appropriate emergency response procedure will be followed:

- The Principal may report the incident to the DoE.

- The Registrar will report the incident to the DHA which, where applicable, may be able to assist with streamlining visa(s) for the parents of the student to make urgent travel plans to Australia.

The College may be able to assist the student's family with:

- Hiring interpreters.

- Arrangements for counselling / hospital / funeral / memorial service / repatriation.

- Obtaining a death certificate; and / or

- Collecting personal items and assisting with visa issues.

3. Students in Distress – at Risk of Self-Harm

As soon as a staff member becomes aware that a student might be at risk of self-harm, or where the student discloses distress, they must:

- Let the student know they are concerned about them and that their safety is a priority.

- Assess the situation, listen to the students' concerns, and let them know, they want to help.

- Immediately advise the Deputy Principal – Pastoral Care / Director of Students, the College Psychologist, and the Registrar.

- The Registrar will contact the parents / guardians and / or the homestay carer.

- The Principal may have to the report the incident to the DoE; and

- The Registrar may report the incident to the DHA.

4. Students in Distress – Not at Risk

Should staff be concerned about the health and wellbeing of a student, they must:

- Let the student know they are concerned and let them know they want to help; and

- Immediately advise the Deputy Principal – Pastoral Care / Director of Students and the Counselling Team.

5. Report of Child Abuse

It is mandatory to report suspected child abuse and / or neglect. If students report abuse or neglect that has taken place in their home country, there is no obligation to report that.

As soon as a report is received, the relevant child protection processes will be followed:

- The Principal will report the incident to the relevant authorities (e.g., police, Department of Communities).

- The Principal may have to report the incident to the DoE.

- The Registrar may report the incident to the DHA.

6. Natural Disaster

The appropriate emergency response procedure will be followed:

- The Principal may report the incident to the DoE.

- The Registrar may report the incident to the DHA.

Disruption to Welfare and Accommodation Arrangements

The following response procedure has been developed for managing emergency situations which may disrupt an international student's (under the age of 18 years) welfare arrangements without warning.

Examples of emergencies include:

- Homestay carer or approved nominated guardian experiences a personal emergency which results in disruption to their duty of care and responsibilities towards the student.

- Homestay destroyed by fire or natural disaster.

- Student's report of harm experienced at homestay.

1. Emergency Response Procedure

a. Contact the parent / legal custodian or the nominated guardian and emergency contact and inform them of the situation.

b. The parent / legal custodian or the nominated guardian must advise the College if they have immediate, suitable DHA approved alternative homestay / guardianship arrangements and must complete a *Change of Homestay / Guardianship* form available from the Registrar.

c. In the instance of the nominated guardian being affected, the College must advise parents / legal custodians to notify DHA and to complete Form *157N Student Guardianship Arrangements* if they wish to change guardianship for the student.

d. Where immediate emergency accommodation could not be arranged by the parents / legal custodians they may temporarily nominate the College, in writing via email, to contact an approved homestay provider to assist with arrangements.

e. If the student is under a *CAAW,* the College will advise the DHA of any change in accommodation arrangements. DHA will provide further guidance in the College's response.

f. The Registrar must inform the Principal, Deputy Principal - Pastoral Care, Head of Year and if applicable the College Psychologist and Chaplain of the situation to provide necessary support to the student.

g. If there has been a report of harm, refer to the College's child protection procedures.

Follow-up and Recordkeeping

The Deputy Principal – Pastoral Care / Director of Students and the Registrar will document the action taken as well as the required follow-up to the incident.

Records of critical and emergency incidents are kept on the student's file and retained for two (2) years after the student ceases to be enrolled at the College.

Version control					
Version	Amendments	Date Reviewed	Endorsed by Board	Next Review	Author of version
1		13/09/2019			
2		24/11/2021	24/11/2021	08/2023	
3		09/06/2023		08/2023	C Acciano
4		27/11/2023	15/05/2024	08/2025	C Acciano