International Students

Critical and Emergency Incidents Policy

1. Policy Statement

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.

2. Scope

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

3. Rationale

Implementation of responses and the welfare of international students in a critical or emergency incidents ensures the College's 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 (The National Code)*.

4. Critical Incidents Defined

The National Code defines 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 may include, but are not limited to:

- 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.

5. Information Provided to Students

The College provides each international student (and where applicable, their parent/legal custodian and/or nominated guardian) with access to the *International Student Handbook* prior to or at commencement of their enrolment.

At the international student pre-start orientation and included in the *International Student Handbook* information is provided for students about:

- Who to contact in emergency situations, including the contact numbers of a nominated staff member.
- How to seek assistance and report any incident or allegation involving actual oralleged sexual, physical, or other abuse; and
- General information on safety and awareness relevant to life in Australia.

The College will ensure that safety and emergency information is kept current and that students will be kept informed if there are any changes to emergency contact details.

6. Up-to-Date Student and Parent/Guardian Emergency Contact Details

To support timely and effective critical incident response, the College will maintain up-to-date contact details of each international student, their parent(s)/legal custodian(s), nominated guardian (if applicable), and any adult responsible for the student's welfare in Australia.

International students (and where applicable, their parent/legal custodian and/or nominated guardian) must notify the College of any change to contact details and emergency contacts within seven (7) days of the change.

The Registrar is responsible for ensuring that all contact records are updated and accessible to designated overseas student contact officers.

7. 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.

a. 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/legal custodians and nominated guardian, and any other relevant agencies as soon as practicable.

- The Registrar will notify the Principal and the Deputy Principal Pastoral Care and Director of Students of the situation and keep them informed.
- If not already done, the Deputy Principal Pastoral Care and Director of Students will report the missing student to the police.
- The Registrar will notify the parents/legal custodians and nominated guardian.
- The Registrar will report the missing student to the Department of Home Affairs (DHA) by lodging a *Non-Approval of Appropriate Accommodation and Welfare Arrangementsletter* on PRISMS.

b. Death or Serious Injury

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

- The Principal will 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.

c. 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 and Director of Students, the College Psychologist, and the Registrar.
- The Registrar will contact the parents/legal custodian and nominated guardian and/or the homestay carer.
- The Principal may have to report the incident to the DoE; and
- The Registrar may report the incident to the DHA.

d. 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 and Director of Students and the Counselling Team.

e. 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.

f. 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.

8. 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 in accordance with the *International Students Welfare, Support and Accommodation Policy*.

Examples of emergencies may include but not limited to:

- 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.

a. Emergency Response Procedure

- **Immediate safety**: ensure student is safe and supervised.

- Contact the parent/legal custodian or the nominated guardian and emergency contact and inform them of the situation.
- 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.
- 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.
- 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.
- If the student is under a *CAAW (Confirmation of Appropriate Accommodation and Welfare)* and the College can no longer approve the student's welfare, the College will advise the DHA of any change in accommodation arrangements (within 24 hours by completing a Non-Approval letter in PRISMS). DHA will provide further guidance in the College's response.
- 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.
    - If there has been a report of harm, refer to the College's child protection procedures.

9. Follow-up and Recordkeeping

The Deputy Principal Pastoral Care and/or Director of Students and the Registrar will keep a written record of the actions taken, decisions made, and the required follow-up in response to the incident.

The College will maintain records of all critical and emergency incidents involving international students, including communications, referrals, notifications, and case notes, on the student's file.

All records will be managed, retained, and disposed of in accordance with the College's *Records Retention and Disposal Schedule* and any applicable legislative and regulatory requirements.

10. Student Contact Officers

The College designates the following staff members as the official points of contact for overseas students:

- Deputy Principal Pastoral Care (Primary contact officer): responsible for international student welfare, safety, support and wellbeing arrangements,

and for coordinating pastoral responses.

- Registrar: responsible for international student administration, record maintenance, and relevant reporting/notifications (including PRISMS-related reporting where required).

11. Staff Awareness and Training

All International student policies and procedures are communicated to all College staff via our College Staff Portal. The Deputy Principal Pastoral Care regularly meets with the Heads of Learning Areas to keep them informed.

All College staff members complete compulsory annual training to promote child safety and student safety and wellbeing.

12. Related Policies

May include but are not limited to:

- *International Students Welfare, Support and Accommodation Policy*
- *Child Protection / Student Safety and Wellbeing* policies and procedures
- *Critical and Emergency Incidents Policy*

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
5	Amended rationale	27/08/2025	17/09/2025	09/2026	C Acciano
6	Clarification of College obligations: PRISMS reporting, record retention, contact officers, staff training and currency of contact details.	20/05/2026	23/07/2026	09/2027	T Blakey