

## International Student Critical Incident Management Policy and Procedure

<b>Approving authority</b>	Executive Group
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<b>TRIM document</b>	2017/0000317
<b>Description</b>	<p>These procedures aim to assist the Griffith community to respond appropriately to, and to manage in a compassionate and culturally sensitive manner, critical incidents that involve international students from Griffith University, in accordance with Standard 6.4 of the National Code 2007.</p> <p>In the case of critical incidents, which occur on campus and affect the university community, Griffith International will follow the Griffith University Emergency Management Plan &amp; Health and Safety Policy.</p>

### Related documents

[Health and Safety Policy](#)

[GSafe Incident Reporting](#)

[Student Misconduct Policy](#)

[Student Misconduct Procedures](#)

[Federal Privacy Law](#)

[National Code 2007 Explanatory Guide](#)

[\[Definition\]](#) [\[Purpose\]](#) [\[Accountability\]](#) [\[Key Personnel\]](#) [\[Procedures\]](#) [\[Appendix 1: Crisis Response Situation Quick Reference\]](#) [\[Appendix 2: Emergency Resources\]](#) [\[Appendix 3: Critical Incident Procedure Manual Check List of Tasks\]](#) [\[Appendix 4: Critical Incident Action and Communications Log\]](#) [\[Appendix 5: AusAID Procedures\]](#)

## 1. 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"<sup>1</sup>. 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 any member of the University, not only those most directly involved.

Some examples of critical incidents to which Griffith International staff may have to respond are listed below. Points 1-9 initially may be handled directly by Griffith International staff, whereas Points 10-15 would be handled by Griffith University as a whole, with involvement from Griffith International.

- 1) Death of a student or close family member (on or off campus) \*
- 2) Attempted suicide \*

<sup>1</sup> The National Code 2007 Explanatory Guide

- 3) Life threatening injury/illness \*
- 4) Missing student \*
- 5) Sexual and/or physical assault \*
- 6) Mental health crisis \*
- 7) Threats of violence to staff and students, or to one-self \*
- 8) Drug/ Alcohol overdose \*
- 9) Contacting students in case of family emergency
- 10) Campus disturbance/ riot\*
- 11) Fire/ Explosion with injuries or significant damage\*
- 12) Chemical/ radiation, bio-hazard spillage\*
- 13) Infectious disease\*
- 14) Natural disasters (local and international)\*
- 15) International hostage situation/ kidnappings\*
- 16) Severe verbal or psychological aggression
- 17) Domestic violence
- 18) Threat of death or serious injury

\* Refer to [Appendix 1: Crisis Response Situation Quick Reference](#)

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## 2. PURPOSE

The purpose of this document is to articulate a plan for delivering a timely and coordinated 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, and for the University
  - documented
  - reported to relevant officials within the University and government agencies
  - communicated to the family in an appropriate way
  - managed in a manner to ensure that negative publicity, both locally and overseas, is not generated from an incident
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## 3. ACCOUNTABILITY

All Griffith staff members and Griffith-registered homestay families are responsible for reporting a critical incident involving international students to the Vice President (Global).

It is the responsibility of the Vice President (Global) to determine the appropriate course of action, along with other relevant members of the Critical Incident Management Team (CIMT) for each type of critical incident. The Vice President (Global), or delegate, will call an immediate meeting of the CIMT, made up of the relevant staff, to make decisions on how to proceed.

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## 4. KEY PERSONNEL

Many critical incidents are responded to and/or resolved by Griffith International. However, serious incidents would require advice to and response from some or all of the position/areas below:

- (a) Vice Chancellor's office
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- (b) Vice President (Corporate Services)
  - (c) Director, International
  - (d) Director, Student Services
  - (e) Head of School of the affected student (or representative)
  - (f) Campus Life
  - (g) External Relations
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## 5. PROCEDURES

### 5.1 Notification

When a critical incident occurs, the Vice President (Global) will be informed of the incident immediately. He/she will then determine the circumstances of the situation, and if necessary establish a CIMT, and assign roles and responsibilities accordingly. In addition to the members of the CIMT, an International Student Advisor may be assigned as liaison officer.

The following steps will be taken:

- Confirm that the person/people involved in the incident were Griffith international students.
- Record any details of the incident provided by the person who reported the incident.
- Plan an immediate response.
- Inform the Vice President (Corporate Services) immediately if a student/s has died, been injured or has an infectious disease.
- Allocate individual roles and responsibilities for ongoing tasks.
- Plan an ongoing strategy.

In the case of an infectious disease or other public health incident, the Head of the University Health Centre must be notified immediately. The Health Centre will notify Queensland Health and act as the liaison point with Queensland Health.

### 5.2 Assessment

The initial task is to:

- a) Create a clear understanding of the incident - obtain accurate and up-to-date information about what happened and about the current situation.
- b) Confirm the identity of the people involved. Gather information from sources such as security, police, hospital, and friends.
- c) Obtain detailed student information, e.g. student ID number(s) and local address, next of kin, nationality, religion, known medical conditions, OSHC provider and sponsor/agent, etc.
- d) If the critical incident involves a student with a psychiatric disability the CIMT will determine, in consultation with the Vice President (Corporate Services), to what extent information can be provided under the Privacy Policy.
- e) Depending on the type of incident, the Vice President (Global), or Senior Manager and liaison officer, should discuss and plan an immediate response and ongoing strategy, and allocate specific roles and responsibilities.

### 5.3 Intervention

Make contact with relevant people (the order will be determined by the specific circumstances):

#### 5.3.1 Police

If necessary, liaise with the Police regarding notification to the student's family and other relevant matters.

#### 5.3.2 Next of kin

Ensure that next of kin are informed and updated on the current situation. Let them know Griffith International will arrange or provide support to them. If necessary, interpreter services should be arranged for those families of a non-English speaking background.

If the student is in hospital or critically ill, appropriate transportation or accommodation may be arranged for members of the family.

If a student dies or is critically ill, issues related to burial/repatriation and/or memorial service may need to be discussed with the family.

#### 5.3.3 Sponsor

Contact the relevant sponsor. If the student is an AusAID student, the coordinating team will follow the specified AusAID procedures. See Appendix 5.

#### 5.3.4 Home University (if Study Abroad/Exchange student)/Agent

If the student is a Study Abroad or Exchange student, contact their Home University or Agent, as they may be in contact with the parents.

#### 5.3.5 Consulate

In the case of serious accident, illness or death of a student, inform the relevant Consulate and discuss the allocation of roles and responsibilities.

#### 5.3.6 Accommodation provider

Keep in contact with the student's accommodation provider and housemates, providing appropriate levels of information, and ensuring that support and assistance is available from Griffith International.

#### 5.3.7 Other students/staff

Identify those students/Student Clubs and staff who are closely involved with the student, ensuring that these people are aware of support within and outside Griffith and encourage them to keep in contact with IO for assistance.

#### 5.3.8 Hospital

If necessary, the liaison officer will contact the hospital and the student's Overseas Student Health Cover to arrange any guarantor agreements or any other relevant matters.

#### 5.3.9 Counselling

Contact the Director, Student Services to advise on the appropriateness and availability of counselling and debriefing sessions for individuals and groups of students and staff or to facilitate referral to an external provider as required. Chaplains may also be able to assist with issues of grief and loss.

#### 5.3.10 Organisation, appropriate spiritual or religious support

Establish the student's religion and contact the relevant group/organisation to inform them of the situation and to discuss the role that they might play, including assisting with the organisation of the service or leading the service.

Ask the student's family and friends about an appropriate service or ceremony.

#### 5.3.11 Griffith International

Brief staff on information to provide students. Advise External Relations so it can manage the media/publicity in consultation with, and utilising advice from, the VP (Global).

#### 5.3.12 Academic staff

Inform relevant academic staff so that they can make appropriate arrangements e.g. extensions for assignments and special consideration. If friends are involved, arrangements for them to be released from class, extensions for assignments, deferred examinations, or other special consideration may be appropriate. Provide a written bulletin to staff if the matter is complex.

#### 5.3.13 Administrative staff

Discuss issues such as a fee refund, leave of absence or deferred examinations with relevant administrative staff. Provide a written bulletin to staff if the matter is complex.

Organise ongoing technical support to facilitate speedy retrieval of student information, if necessary.

#### 5.3.14 Department of Immigration and Citizenship (DIAC)

If necessary, inform DIAC about the situation and any student visa implications.

#### 5.3.15 Legal Advice

Help students to obtain legal advice, if needed. Information on free or low cost community legal services is available from Student Services or an International Student Advisor.

### 5.4 Follow up

Monitor the need for counselling and maintain contact with those who may need ongoing support.

Assess the need for follow-up sessions for those involved in the incident and organise if necessary.

If a student has died:

- The liaison officer will discuss funeral arrangements with the student's family.  
If the family wish to transport the deceased home:
  - provide aid with transportation and advice on the communication process with the authorities, if necessary.If the family wish to bury or cremate the deceased in Australia:
  - offer assistance arranging the funeral or memorial service.
- At all times, staff will seek to accommodate the cultural and religious customs of the deceased's family.
- Arrange to obtain the death certificate and related documents, pack the personal effects and deliver them to the next of kin, if necessary.
- The University will send a letter of condolence to the student's family, prepared by Griffith International staff.

### 5.5 Evaluation

- Conduct a debriefing session for everyone directly involved in the incident. People can express their emotions about the incident and staff can ensure that any of their needs are met.
- Staff involved will evaluate the implementation of procedures and responses, and suggest possible changes and improvement for future critical incidents.
- The Liaison Officer will keep records throughout the whole response period. This will include detailed documentation about each phase of the response process, copies of emails and letters, records of significant interactions that occur, and contact details for significant people in the process using the Incident Log template in the appendices.
- Thank you letters may be prepared and sent to all those who contributed to responding to the incident.
- Any action taken in regard to a critical incident may be recorded to include outcomes or evidence if the incident is referred to another person or agency (While referring or forwarding information to another person or agency, due consideration must be given to the privacy policy <http://www.privacy.gov.au/publications/index.html#G>)

## APPENDIX 1: CRISIS RESPONSE SITUATION QUICK REFERENCE

	Type of Incident	Primary Contacts	Secondary Contacts	Follow-up
1	Death of student	Police Hospital Next of kin Student Administration	Accommodation provider Consulate Relevant students/ Student Association Academic staff Administration staff External Relations HRM Health & Safety Unit* DIAC	GI Vice President (Corporate Services) OSHC Counselling Service Health Service HRM Health & Safety Unit*
2	Attempted suicide	Security Police Hospital – Mental Health Unit Next of kin	Accommodation provider Relevant students Counselling Service Academic staff	GI Health Service Counselling Service
3	Life threatening injury or illness	Hospital Next of kin	Academic staff Administration staff Accommodation provider HRM Health & Safety Unit* Student Club	OSHC GI Health service HRM Health & Safety Unit*
4	Missing student	Police Next of kin	Accommodation provider Consulate Relevant students/ Student Association Academic staff Administration staff External Relations DIAC	GI Counselling Service Health Service
5	Sexual and/ or physical assault	Security Police Hospital	Health Service Counselling Service	GI Health Service Counselling Service
6	Mental health crisis	Police Hospital – Mental Health Unit	Accommodation provider Relevant students Academic staff	GI Counselling Service Health Service OSHC
7	Threats of violence to staff and students, or to one-self	Security Police Hospital – Mental Health Unit	Accommodation provider Counselling Service Relevant staff/ students Academic staff	GI Counselling Service Health Service
8	Drug/ Alcohol overdose	Security Police Hospital	Accommodation provider Counselling Service Health Service Relevant students Academic staff	GI Counselling Service Health Service

	<b>Type of Incident</b>	<b>Primary Contacts</b>	<b>Secondary Contacts</b>	<b>Follow-up</b>
10	Campus disturbance/riot	Campus Life Police	Relevant students Hospital Health Service GI External Relations HRM Health & Safety Unit*	GI Counselling Service Health Service
11	Fire/Explosion with injuries or significant damage	Campus Life Police	Relevant students Hospital Health Service GI External Relations HRM Health & Safety Unit*	GI Counselling Service Health Service
12	Chemical/radiation, bio-hazard spillage	Campus Life Police	Relevant students Hospital Health Service GI Administration staff External Relations HRM Health & Safety Unit*	GI Counselling Service Health Service
13	Infectious disease	Qld Health	GI Health Service Accommodation Provider Administration staff Relevant Students Counselling Service External Relations	GI Counselling Service Health Service
14	Natural disasters (local and international)	Consulate/Embassy Police	Hospital Accommodation Provider Relevant students Academic staff Administrative staff	GI Counselling Service
15	International hostage situations/kidnappings	Consulate/Embassy Police	Accommodation Provider Relevant students Academic staff Administrative staff External Relations	GI Counselling Service

\* If death, injury or illness has resulted directly from an activity associated with the student's course of study

## APPENDIX 2: EMERGENCY RESOURCES

Campus Resources		
Element	Location	Phone Number
Health Service	Gold Coast	X28794
	Nathan	X57299
Counselling Service	Gold Coast	X28734
	Logan	X21159
	Mt Gravatt	X55669
	Nathan	X57470
	South Bank, QCA/QCGU	X57470
Security/ campus emergency	All campuses	x7777

Off Campus Resources		
Department	Location	Phone No.
Emergency		000 112 for Mobile
Brisbane Police Communication Centre		3364 6464
Gold Coast Police Communication Centre		5581 2900
Emergency First Aid Service		0500 555912
Poison Information Centre		13 11 26
Brisbane Fire/Rescue Service Enquiries		3247 8594
Gold Coast Fire/Rescue Service Enquiries		3287 8410
Mater Hospital	Vulture Street, South Brisbane	3840 8111
Prince Charles Hospital	Rode Road, Chermside	3350 8111
Princes Alexandra Hospital	Ipswich Road, Woolloongabba	3240 2111
Royal Brisbane Hospital	Herston Road, Herston	3253 8111
QE II Hospital	Kessels Road, Coopers Plains	3275 6111
Wesley Hospital	Coronation Drive, Auchenflower	3232 7000
Logan Hospital	Armstrong Road, Meadowbank	3299 8899
Gold Coast University Hospital	1 Hospital Blvd, Southport	5687 0000
Gold Coast Private Hospital	14 Hill Street, Southport	5530 0300
John Flynn Hospital	Inland Drive, Tugun	5598 9000
Pindarra Hospital	Allchurch Avenue, Benowa	5588 9888
Dept of Foreign Affairs & Trade	<a href="http://www.dfat.gov.au">http://www.dfat.gov.au</a>	1300 555 135 (emergencies)
Dept Immigration and Citizenship	<a href="http://www.immi.gov.au">http://www.immi.gov.au</a>	131 881
Griffith Homestay		3735 7919

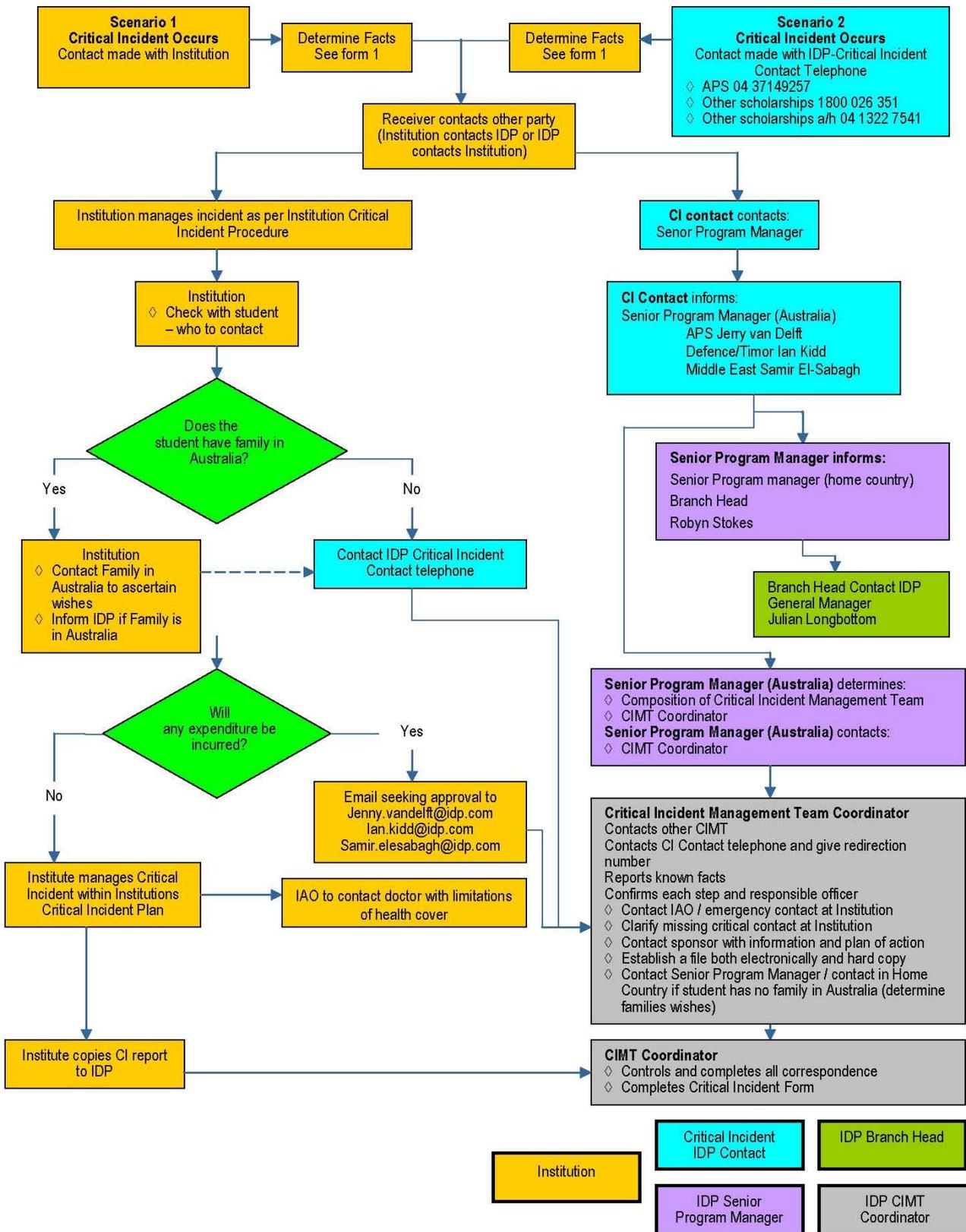
### APPENDIX 3: CRITICAL INCIDENT PROCEDURE MANUAL CHECK-LIST OF TASKS

Tasks	Done	N/A	Completed Date	Remarks
<b>Notification</b>				
Notification to Vice President (Global) and relevant staff				
Confirmation of student's identity				
Details of the incident from the person who reported				
If student dies, report to Vice President (Corporate Services)				
Incident Log for phone calls etc. (Incident Controller)				
<b>Assessment</b>				
Update and gather information from hospital or police				
Review student's file for detailed information				
Intervention plan for response and strategies				
Allocation of roles and responsibilities				
Access to emergency funds if required				
<b>Intervention</b>				
Contact next of kin				
Contact consulate				
Contact accommodation provider/housemates				
Contact other relevant students/Student Club				
Contact hospital/police/doctors				
Contact Counselling Services				
Contact academic staff				
Contact administration staff – Manager Student Administration				
Contact relevant Griffith International staff				
Contact DIAC				
Contact Sponsor/ agent/ Home University				
Contact OSHC provider				
Arrange access to legal advice				
<b>Follow up</b>				
Assess the need for ongoing counselling and support				
Assess the need for a debriefing session				
Discuss with the student's family funeral issues				
Discuss with the student's family insurance matters – OSHC, accident, etc				
Arrangement of transportation and accommodation for family				
Arrange interpreters				
Preparation of funeral or memorial services				
Obtain death certificate and student's possessions and arrange transfer of possessions to student's parents, if not covered by insurance				
Prepare and send condolence letters				
<b>Evaluation</b>				
Conduct debriefing session				
Staff evaluation				
Keep records				
Prepare and send thank you letters				



# APPENDIX 5: AUSAID PROCEDURES

## IDP Development Service Critical Incident Response



CRITICAL INCIDENT REPORT				
<b>Date of Incident:</b>		<b>Time of Incident:</b>		
<b>Time Incident Reported to IDP</b>		<b>Location of Incident</b>		
<b>Critical Incident Management Team (CIMT)</b>	<b>Co-ordinator:</b>			
<b>1. STUDENT DETAILS</b>				
<b>SURNAME</b>	<b>GIVEN NAMES</b>	<b>SEX</b>	<b>DOB</b>	<b>COUNTRY OF BIRTH</b>
<b>INSTITUTION:</b>				
<b>DESCRIPTION OF SCHOLARSHIP:</b>				
<b>TIME OF INCIDENT:</b>				
<b>2. INCIDENT INFORMATION</b>				
<b>OTHER RELEVANT INFORMATION:</b>				
<ul style="list-style-type: none"> <li>▪ Who is involved?</li>   <li>▪ What happened / is happening?</li>   <li>▪ What is the current situation?</li>   <li>▪ How did it happen?</li>   <li>▪ Family in Australia <input type="checkbox"/> Other .....</li> </ul>				
<b>CRITICAL INCIDENT REPORTING OFFICER:</b>				
<b>3. WITNESS TO ACCIDENT</b>				
	<b>FULL NAME</b>	<b>PHONE</b>	<b>EMAIL</b>	
<b>A</b>				
<b>B</b>				
<b>C</b>				