



3.8 Critical incidents involving international students (student visa holders)

Procedure



Critical Incidents involving international students (student visa holders) Procedure

1. Scope (audience and applicability)

This procedure applies to all international students studying at Government educational institutions in Tasmania – this includes TasTAFE, Primary and High Schools, and Senior Secondary Colleges.

2. Purpose

The rationale for this procedure is to provide guidance to all departmental staff and managers about how to deal with a critical incident involving one or more international students.

3. Definitions

- An **international student** is defined as a student studying in Tasmania at one of the above institutions holding a 570 (ELICOS), 571 (Schools), 572 (VET) or 573 (Higher Education) visa
- A **critical incident** is one that involves any event that is outside a normal human experience that may cause physical or emotional harm; it is often sudden and unexpected, including but not limited to such events as any fatality, severe injury, sexual assault, natural disaster, robbery, fire or major incident in the student's home country

4. Procedure Details

Initial response

- The first priority is to assure the safety and security of the student's immediate situation – this means that any departmental staff (or other relevant stakeholders such as homestay hosts) present have a responsibility to minimise further immediate injury or damage, provided there is no threat to their own safety
- The appropriate authorities must be immediately notified by departmental staff present – for example the police, ambulance or fire services – if this type of assistance is warranted

- The appropriate emergency management response policies and procedures will then be activated depending on the primary enrolment of the student:
 - For all students, the Critical Incident and Emergency Guide published by the Human Resources Management Branch is to be used
 - For TasTAFE students, the local campus plan may also apply
 - For Academy students (Senior Secondary Colleges), the individual College's Local Emergency Management Plan may also apply
 - For all other school campuses, the local Emergency Management Plan may also apply
- If the critical incident happens within office hours (8:45am – 5pm Monday to Friday), the Government Education and Training International (GETI) office must be contacted as soon as practicable on 03 6165 5727 and the call referred to the most senior manager available (Director, Operations Manager or Marketing Manager)
- If the critical incident happens out of office hours, the GETI emergency line is to be called on 03 6231 1003 and the staff member on duty notified; this staff member on duty will call the GETI Director on their mobile and provide as much detail as possible about the incident

Management of incident

- Once the initial response to the incident is underway, the GETI office will prepare a report and action plan on the incident lead by the Director (or other nominated senior team member as required; Director will nominate which staff members will be involved depending on the nature of the incident)
- The action plan will be driven by the nature of the incident and may include:
 - Establishing clear communication channels with all stakeholders (such as parents, school community, agents, media, Minister's office)
 - Making contact with appropriate parties once the facts have been established
 - Checking with medical insurer(s) regarding cover available, if applicable
 - Managing media communication
 - Managing internal communication within the department
 - Organising appropriate counselling support for the parties impacted (through School or College Principal or TasTAFE Student Services Manager)

- Notification of the relevant consulate or embassy office

Recovery procedures

- Once the initial report has been prepared and action are being implemented, the GETI team will then undertake recovery procedures; these will be led by the Director (or other nominated senior team member as required)
- The recovery procedures may include:
 - Ongoing communication with all stakeholders
 - Ongoing appropriate counselling support
 - If required funeral service arrangements and repatriation of remains
 - Coordinating the response to any legal or administrative issues
 - Assisting family members with travel arrangements to visit the state
 - Refunding student fees as required
 - Arranging debriefs with staff and other students who may be impacted and providing counselling or other professional assistance as required
 - Final review of procedures and any changes required are actioned

Emergency contacts

Organisation	Number
Police, Fire and Ambulance emergency	000
Routine local police contacts	
Sandy Bay	03 6230 2111
Bellerive	03 6230 2899
Glenorchy	03 6230 2777
Launceston	03 6336 3701
Royal Hobart Hospital – accident and emergency	03 6222 8308
Launceston General Hospital – accident and emergency	03 6348 7111
GETI office hours reception - Hobart	03 6165 5727
GETI out of hours emergency line	03 6231 1003
Medibank Private Overseas Student Health cover	03 8622 5780 134 190

Please refer to the electronic copy of this document, located on the Department of Education's Intranet and/or Internet site to ensure this is the most recent version.

Lifeline	131 114
TasTAFE student residences Clarence Alanvale	03 6244 3611 03 6336 4253
Mental Health Help Line	1800 332 388
Sexual Health Service	1800 675 859

5. Roles and Responsibilities

All departmental staff must follow this procedure in the event of a critical incident.

In the case of any doubt whether an incident is critical as per this procedure, immediate contact must be made with the GETI office or GETI emergency line.

6. Risk Management

The key risk associated with this procedure is that staff are not aware of their obligations to report critical incidents to the GETI office. This will be mitigated by including training on this in the “International Ready” program.

7. Associated Documents and Materials

- Critical Incident and Emergency Guide at <https://staff.education.tas.gov.au/hr/ohs/emergency>
- Local Emergency Management Plans (as applicable)

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