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Critical Incident Policy

Scope

This policy and related form are prepared accordance with the *Education Services for Overseas Students Act 2000* and the *National Code 2018*.

It outlines the policy and procedures undertaken by Global **experience** when one of its international students is involved in a critical incident.

Where there is overlap in the operation of critical incident policies for international students with that of our client educational institutions, the policies of our client prevail.

Policy

Our policy is act immediately on any incident that comes to our attention and focus on delivering care and compassion to the student, their family, the host family, the educational institution's student services, and any other relevant stakeholders. In doing so will take charge of all communications and endeavor to keep all directly affected parties informed.

Definition

For the purposes of this policy, a "critical incident" may include the following:

- ✓ Death of a student
- ✓ Missing student
- ✓ Attempted suicide of student
- ✓ Death, serious injury or series threat of death of injury to the student
- ✓ A health problem which prevents the student from continuing their course
- ✓ A mental health episode of student requiring hospitalisation
- ✓ A natural disaster impacting the student
- ✓ The arrest or detention of the student
- ✓ Assault of the student – physical, verbal or psychological
- ✓ Drug or alcohol use by a student under 18 years
- ✓ Drug or alcohol abuse by a student over 18 years, and
- ✓ Other serious events

Procedure

1. In the event of a critical incident, the student and/or their host family should contact Global **experience** immediately on +61 2 9264 4022 (during 10 am to 5.30 pm weekdays) or on our emergency number +61 430 008 448 (outside operating hours).
2. The Ge staff member who received the call will immediately contact the Ge Homestay Liaison Manager.

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The Ge Homestay Liaison Manager will:

- a. Obtain details of the incident, and
 - b. Advise the following persons:
 - ✓ The CEO and COO of Global **experience**
 - ✓ The student's caregiver (if applicable)
 - ✓ The student's homestay host
 - ✓ The relevant contact person at Student Services Office of the student's education institution
 - c. Ensure they have a clear understanding of the facts before then contacting the student's parents/guardian.
3. The Ge Homestay Liaison Manager will assume the role of coordinating and managing the situation, in liaison with the relevant stakeholders. The Manager will be supported by the CEO/COO of Global **experience**.
4. The Ge Homestay Liaison Manager is responsible for:
- a. Completing the Critical Incident Form
 - b. Co-ordinating, monitoring and recording the ongoing management of the critical incident
 - c. Working closely with the relevant contact person at Student Services Office of the student's education institution
 - d. Liaising with the relevant stakeholders and keeping them informed of developments
 - e. Engaging relevant support services

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