



Melbourne College of Divinity

Critical Incidents Policy and Procedures for International Students

Section A – POLICY

1. Introduction

The Melbourne College of Divinity (MCD) must provide appropriate support to international students in the event of a critical incident, in accordance with Universities Australia's *Provision of Education to Overseas Students Code of Practice 2005* and the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007*.

2. Purpose

This document provides an overview of the action to be taken by the MCD and its Recognised Teaching Institutions (RTIs) if a critical incident occurs. The MCD recognises that individuals and its community as a whole can be affected both physically and psychologically when a critical incident occurs. This document nominates the areas of the MCD to be involved at such a time, and the responses required. The intention is that a coordinated response will improve the management of such instances, and minimise potentially negative psychological and social reactions for students, faculty, staff and visitors.

3. Scope

This policy covers all international students studying in Australia at MCD, whether they live on or off campus. This policy does not cover offshore students studying by either distance education or on the campus of one of MCD's offshore teaching partners.

4. Definitions

4.1 Critical incident: a tragic or traumatic event or situation affecting an individual, or group of, international student/s and/or MCD/RTI staff. The National Code defines critical incident as 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'. 'Critical incidents are not limited to, but could include: missing students; severe verbal or psychological aggression; death, serious injury or any threat of these; natural disaster; and issues such as domestic violence, sexual assault, drug or alcohol abuse. Non-life threatening events could still qualify as critical incidents' (*National Code, Part D, Standard 6.4*).

4.2 International students: Students who do not hold Australian or New Zealand citizenships or students who do not hold Australian permanent visas.

4.3 Head of the RTI: The senior executive of the RTI.

4.4 RTI International Student Contact Officer: Staff member within each RTI who is responsible for international students; to provide support and appropriate referral for students experiencing difficulties.

5. Responsibilities

The MCD Director, Finance and Administration (Registrar) is the responsible person/compliance officer for the policy and any related procedures.

The Head of the RTI is responsible for managing a critical incident, but may delegate duties as appropriate.

The Head of the RTI is responsible for notifying the religious order a student belongs to, if such a student is involved in a critical incident.

The Head of the RTI, supported by the RTI International Student Contact Officer, will be responsible for managing a crisis situation involving international students.

In cases where the student contacts MCD via the Student Assistance Line, anonymity and privacy will be maintained unless the student chooses to give their name or asks for the relevant person to be notified about part or all of the content of their call.

Any documents generated as a result of a critical incident will be stored and disposed of in accordance with the MCD Records Management Policy.

Refer to TELEPHONE LIST: Crisis Management for International Students for emergency contacts in the event of a critical incident.

In all instances the MCD Dean will be responsible for liaising with the Media.

The MCD Dean will direct the MCD Administration to consult and notify Department of Immigration and Citizenship (DIAC).

Any costs incurred from arrangements made following a critical incident, including an accident, illness or death of an international student will be met by the student and/or the student's family.

The student and/or the student's family must give their consent prior to any arrangements being made that involve payment for a service.

Section B – PROCEDURES

1. Immediate Action Relating to All Critical Incidents

1.1 When a critical incident has been identified, the staff member receiving the advice, after taking whatever steps are immediately necessary, such as calling an ambulance, will immediately contact the RTI International Student Contact Officer.

- 1.2 The RTI International Student Contact Officer will contact the Head of the RTI, who will notify the MCD Dean or Director, Finance and Administration (Registrar) and relevant staff for support and guidance.
- 1.3 The Head of the RTI, with the assistance of the RTI International Student Contact Officer will:
- Ascertain a clear understanding of the known facts
 - Plan an immediate response
 - Plan ongoing strategies
 - Allocate individual roles/responsibilities for ongoing tasks as appropriate
 - Seek support, guidance and debriefing as required
- 1.4 All media enquiries should be directed to the Dean of the MCD or nominated delegate (Refer to 'Media Hints' document).
- 1.5 The Head of the RTI will consult with and notify (where necessary) the following:
- Counsellors and/or Chaplain within the international student's RTI to gain professional advice on appropriate support and strategies in dealing with all people involved
 - Next of kin/family with consideration to what is the most appropriate manner of contact (following official police notification in the case of death). In the case of exchange students, an attempt will be made to contact the student's home College or University in the first instance to decide on the most appropriate means of notifying next of kin/family
 - Academic administration, to put a hold on all RTI mailings (in the case of death)
 - Sponsor and/or Embassy/Consulate
 - Housemates, landlord, rental agency
 - Friends and classmates
 - Student associations
- 1.6 The Head of the RTI will liaise with (where necessary) the following:
- Academic administration personnel concerning the impact on the student's enrolment
 - Police and legal authorities (in the case of death) regarding the identification of the body and inquest if necessary
 - Family regarding travel to Australia and being met on arrival, including temporary accommodation
 - In the case of death, funeral/repatriation arrangements together with family and in consultation with the Embassy/Consulate
 - Hospital/coroner/court/social worker in relation to cultural/religious requirements
- 1.7 The Head of the RTI will co-ordinate the following:
- Recording of daily events and action in International Student Critical Incidents Checklist (*Appendix 1*)

- Completion of an OH&S Incident Investigation Form if the incident occurred on campus (*Appendix 2*)
- Ensure availability of student profile compiled at enrolment, complete with all details such as colour photograph (if possible), nationality, religion, medical conditions (allergy information etc.), full name and address, student ID number, copy of passport including number, photo page and visa page, emergency contact telephone list with next of kin details, sponsor (if applicable)
- Provision of first level support to family/friends/others—arrange counselling for family, friends and others with counselling services
- Hire of independent interpreters if needed
- Arrangements for the Dean of MCD to send condolences to the family in the case of death
- Collection of official reports relating to the critical incident, e.g. medical reports, police reports, copy of death certificate, post-mortem report, in conjunction with the student's family.

2. Secondary Action – Death (either by suicide or other causes)

2.1 The Head of the RTI must obtain advice as to any special religious and cultural practices relating to the treatment, viewing and disposal of the body, distinguishing if necessary between death by suicide and death by other causes. Contact with ethnic clergy or MCD staff with experience of the student's culture may be useful to seek assistance for a culturally and spiritually relevant approach.

2.2 The Head of the RTI must:

- Assist family with arranging the funeral/memorial service, seek out specific religious/cultural requirements through funeral directors, International Education Association Inc. (ISANA) and co-workers, campus/community religious associations
- Provide funeral details to friends, the MCD Dean, staff and student associations
- Assist with death notices
- Seek representation at funeral from relevant MCD staff and outside bodies
- Organise a tape of the service to be sent home to family (with translation if necessary)
- Arrange follow-up counselling support as appropriate
- Obtain copies of the death certificate or interim certificate (for closing bank accounts, bond refund) in conjunction with the student's family
- Liaise with housemates/landlord re rental agreements, bond refunds, etc.
- Assist family and friends in dealing with the student's personal affairs (e.g. disposal of belongings, closing of bank accounts, medical and legal costs, air ticket reservations)
- Seek assistance from freight company with regard to transporting student's belongings to home country
- Investigate the possibility of a fee refund and seek approval from the MCD Director, Finance and Administration (Registrar)
- Assist with insurance matters, Overseas Student Health Cover, ambulance cover
- Arrange further debriefing sessions for groups/individuals as required
- Assist family/friends to access legal assistance as required

3. Secondary Action – Serious Illness or Accident

3.1 The Head of the RTI must obtain advice as to any special religious and cultural practices related to both illnesses in general and specific illnesses, as well as cultural attitudes towards hospitalisation.

3.2 The Head of the RTI must:

- Assist family to secure long-term accommodation if needed, and provide ongoing support
- Liaise closely with hospital staff and develop a coordinating team with key staff
- Assist with any repatriation arrangements in consultation with hospital and Embassy/Consulate
- Arrange follow-up counselling support as appropriate

3.3 If a student is repatriated, the Head of the RTI must:

- Liaise with housemates/landlord re: rental agreements, bond refunds, etc.
- Assist family and friends in dealing with student's personal affairs e.g. packing of belongings, closing of bank accounts, medical and legal costs, air ticket reservations
- Seek assistance from freight company with regard to transporting student's belongings to home country
- Investigate the possibility of a fee refund and seek approval from the MCD Director, Finance and Administration (Registrar)
- Assist with insurance matters, Overseas Student Health Cover, ambulance cover
- Arrange further debriefing sessions for groups/individuals as required
- Assist student to access legal assistance as required

4. Secondary Action - Attempted Suicide

4.1 The Head of the RTI must:

- Liaise closely with Counselling staff / local psychiatric services / transcultural psychiatric unit health staff and develop a coordinating team with key staff
- Assist family to secure long-term accommodation if needed and provide ongoing support
- Assist with any repatriation arrangements in consultation with counsellors and Embassy/Consulate
- Arrange follow-up counselling support as appropriate

4.2 If the student is repatriated, the Head of the RTI must:

- Liaise with housemates/landlord re: rental agreements, bond refunds, etc.
- Assist family and friends in dealing with student's personal affairs, e.g. packing of belongings, closing of bank accounts, medical and legal costs, air ticket reservations
- Seek assistance from freight company with regard to transporting student's belongings to home country
- Investigate the possibility of a fee refund and seek approval from the MCD Director, Finance and Administration (Registrar)
- Assist with insurance matters, Overseas Student Health Cover, ambulance cover

- Arrange further debriefing sessions for groups/individuals as required
- Assist student/family/friends to access legal assistance as required

5. Follow-up

5.1 The Head of the RTI must follow up at conclusion of the incident by:

- Debriefing all staff involved, including the encouragement of counselling if required
- Reviewing all procedures against the current document, noting amendments where necessary and updating contact list
- Writing a report, outlining the specific details of the incident and reviewing the nature of the response, to ensure that future responses are informed by ongoing experiences and submitting it to the MCD Dean or Director, Finance and Administration (Registrar) with recommendations as appropriate
- If required, assisting the Dean of the MCD in relation to follow-up condolence letters to family
- In the case of death, arranging for an obituary notice to be placed in student and staff magazines or similar publications
- Following up with friends of the international student concerned 2–6 weeks later on an individual or group basis where appropriate
- Debriefing and appropriate time off for staff traumatised by the incident.



Melbourne College of Divinity

International Student Critical Incidents Checklist

Student's First Name	
Student's Family Name	
Student's Local Address	
Student's Home Address	
Emergency Contact Name	
Emergency Contact No.	
Next of Kin Name:	
Next of Kin Contact No.	

	Task	Completed? Y/N or n/a	Completion date	Comments
1.	Notify MCD Dean or DFA(R) and relevant staff			
2.	Attend to academic administration, e.g. hold all correspondence, investigate fees refund			
3.	Contact next of kin and assist with travel arrangements and temporary accommodation			
4.	Arrange counselling for family and friends			
5.	Hire independent interpreter if required			
6.	In the case of death, arrange with Dean of MCD to send condolences to the family			

7.	Inform staff and students, arrange counselling and debriefing sessions			
8.	Assist family with collection of official reports relating to critical incident, e.g. medical reports, police reports, copy of death certificate, embassy			
9.	Assist family with funeral/repatriation arrangements, heeding advice on religious and cultural practices			
10.	Contact landlord, rental agency, assist with closing of accounts, arrange gathering of personal belongings			
11.	Place obituary notice in staff/student publications			
12.	Write a report, outlining the specific details of the incident and reviewing the nature of the response, and submit to the MCD Dean with recommendations as appropriate			

INCIDENT INVESTIGATION FORM

Date of incident:	Incident form number: (Office use only)
Injured Person:	Type of Injury:
Witnesses:	Brief description of incident:
Immediate/short term actions to prevent recurrence:	

How long had you been working on the task prior to the incident/injury occurring? _____

Is this task part of your normal duties? Yes No

Have you been instructed or trained in how to perform this task? Yes No

What were you doing in the time immediately prior to the incident/ injury?

Are there any other factors involved (the environment, equipment, maintenance, individual)?

What do you think could have been done to prevent this incident from occurring?

Please provide any other comments or observations

INCIDENT INVESTIGATION FORM

POSSIBLE CONTRIBUTING FACTORS

Answer the following questions by placing a tick in the YES or NO box.

EQUIPMENT

YES

NO

Did any equipment contribute to the incident? If yes, provide details:

Description of equipment:

Type:

Make:

Did the design or quality of the equipment or work area contribute to the incident?

If yes, provide details:

Did the location or position of the equipment contribute to the incident?

If yes, provide details:

Has the hazard or risk been recognised previously? (e.g. Hazard and Incident Report submitted)

If yes, what action was taken?

Was equipment in good working order? If no, provide details:

Date equipment was last serviced, if applicable:

Was the correct equipment being used for the task? If no, provide details:

Was the equipment being used correctly? If no, provide details:

ENVIRONMENT

Was there an acceptable standard of housekeeping in the area? If no, provide details:

Was there good visibility? If no, provide details:

Was there adequate lighting? If no, provide details:

Was there adequate means of access?

PPE / SIGNAGE

If relevant, was appropriate Personal Protective Equipment (PPE) specified for the task? (e.g. gloves, goggles)

If yes, was the employee wearing specified PPE?

Was there appropriate safety signage displayed?

INCIDENT INVESTIGATION FORM

POSSIBLE CONTRIBUTING FACTORS

Answer the following questions by placing a tick in the YES or NO box.

WORK SYSTEMS / PROCEDURES

YES NO

Were there written procedures for the task?

Have employees been instructed or otherwise trained in the job procedures?

Were safe working systems observed? (e.g. not standing on a chair)

Was the task repetitive? If yes, provide details:

TRAINING/SUPERVISION

Was the employee physically capable of doing the task? (e.g. good health, no disability, recovering from illness). If no, provide details:

Was there frequent management and staff contact to discuss or review hazards and job procedures? (e.g. safety meetings, staff meetings). If no, provide details:

SLIP/TRIP OR FALL

Height of fall, slip or trip:

Were you running/ walking/ turning a corner/ jumping / other?

If stairs were involved, were you going up or down?

Were you carrying anything at the time? If yes, provide details:

Did the surface conditions contribute to the incident? If yes, provide details:

What type of footwear you were wearing? (e.g. open, closed, boots, sandals etc)

MANUAL HANDLING

Were items easy to reach? If no, provide details:

Was the work area and/or equipment ergonomically designed?

Were forceful and/or repetitive movements used? If yes, provide details:

Did the action involve: reaching, bending / stooping / sitting / kneeling / twisting / pushing/ pulling / lifting / catching / lowering / carrying? Please circle as appropriate.

If the incident involved lifting or carrying, what was the approximate weight of the object?

What position was the object moved from and where was it taken to?

What distance was the object carried?

WERE THERE ANY OTHER FACTORS INVOLVED? IF YES, PLEASE PROVIDE DETAILS.

SUPERVISOR IN CHARGE OF INJURED EMPLOYEE/S				
Were instructions given to the employee prior to the incident? YES: <input type="checkbox"/> NO: <input type="checkbox"/>				
If "YES", how? Written: <input type="checkbox"/> Verbal: <input type="checkbox"/> If "NO", provide details:				
Training Provided	Induction : <input type="checkbox"/>	Task specific training: <input type="checkbox"/>	Both of these: <input type="checkbox"/>	Neither of these : <input type="checkbox"/>
Did the employee deviate from instructions YES: <input type="checkbox"/> NO: <input type="checkbox"/> If "YES", how?				
Supervisor's Name:		Supervisor's Signature:		Date:

Investigator's comments and observations:

RECOMMENDATIONS: A hierarchy of controls should be used to assist with the prevention of future similar injuries. The hierarchy of controls depicts the most to least effective methods:

Risk Control Options	Action Required	By Whom	By When
Elimination – do you have to do the task?	↓		
Substitution – is there another way you can do the task?			
Engineering – can you engineer a way to make the task safer?			
Administration – can you improve work practices? e.g. purchase a stepladder			
Personal Protective Equipment (PPE)			
Date feedback was provided to the person reporting the injury or incident:			
Investigation Completed By:	Print Name:	Sign:	
Position:		Date Completed: / /	