# ISP Initial Action Potential Missing International Student Checklist

## Purpose

If an international student is uncontactable and where there is a concern for the wellbeing of the student, school staff must follow the steps below.

If the student remains uncontactable after school staff have completed the steps below, the principal (or delegate) must manage the incident consistent with the steps outlined in the [Managing and Reporting School Incidents (including emergencies) Policy](https://www2.education.vic.gov.au/pal/reporting-and-managing-school-incidents-including-emergencies/policy). This checklist complements the [Managing and Reporting School Incidents (including emergencies) Policy](https://www2.education.vic.gov.au/pal/reporting-and-managing-school-incidents-including-emergencies/policy), by providing additional information required to appropriately respond and manage incidents involving missing international students.

## Roles and responsibilities

### School staff

* As set out in the[Managing and Reporting School Incidents (including emergencies) Policy](https://www2.education.vic.gov.au/pal/reporting-and-managing-school-incidents-including-emergencies/policy):
  + undertake the immediate response actions, including completing the actions outlined in this checklist.
  + ensure that the relevant principal (or delegate) is aware of the critical incident.

### Principal (or delegate)

* As set out in the [Managing and Reporting School Incidents (including emergencies) Policy](https://www2.education.vic.gov.au/pal/reporting-and-managing-school-incidents-including-emergencies/policy), the principal is responsible for:
  + Rating the severity of a critical incident and reporting the incident in [eduSafe Plus](https://services.educationapps.vic.gov.au/edusafeplus).
  + The principal (or delegate) is to contact the Incident Support and Operations Centre (ISOC) on [1800 126 126](tel:1800126126) to report 'High' or 'Extreme' severity incidents for support (report for support).
  + Managing the incident, including ensuring the safety of all people involved and maintaining accurate and up-to-date records.

### Department of Education (DE) central and regions

* As set out in the [Managing and Reporting School Incidents (including emergencies) Policy](https://www2.education.vic.gov.au/pal/reporting-and-managing-school-incidents-including-emergencies/policy), ISOC maintains a 24/7 hotline (1800 126 126) and assists the principal (or delegate) to categorise the severity of the incident through the Incident Reporting Information System (IRIS) and to identify that it relates to an international student.
* As set out in the [Managing and Reporting School Incidents (including emergencies) Policy](https://www2.education.vic.gov.au/pal/reporting-and-managing-school-incidents-including-emergencies/policy), central and regions provide 24/7 support to the principal (or delegate) to manage the incident.
* The Executive Director, International Education Division (IED) is the principal executive officer who has a non-delegable responsibility for ensuring suitable, ongoing and appropriately managed arrangements are in place where DE has taken on responsibility for the approval of appropriate accommodation and welfare arrangements for a student who is under 18 years of age. DE accepts this responsibility by issuing a Confirmation of Appropriate Accommodation and Welfare (CAAW) letter.

## Checklist

**Student Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Student ID: \_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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| --- | --- | --- |
| Complete | School staff Initials | Actions |
| As soon as an international student’s whereabouts are unknown, school staff must complete the following steps: | | |
|  |  | Contact the homestay host or the parent/DHA-approved relative |
|  |  | Contact the student |
|  |  | Speak to the student’s friends |
|  |  | Ensure that the principal (or delegate) is aware of the incident |
| If 1 HOUR has lapsed and whereabouts of international student is still unknown, school staff must complete the following steps: | | |
|  |  | Contact the student’s parents overseas (if relevant) |
|  |  | Try to contact the international student to make clear that the school is concerned for the student’s safety and wellbeing, but that the school has an obligation to report to the relevant authorities if they cannot locate a student. For example, through sending the following text to the student:  *We have tried to contact you several times, but we have not been able to find out where you are. We are worried about your safety. Please let me know where you are within 30 minutes [set other time limit if justifiable]. Otherwise I will need to report you as a missing person to Victoria Police, and the Department may also need to report you to the Department of Home Affairs, which may impact your student visa.* |
|  |  | Continue to attempt to contact the student during the time limit |
| If additional timeframe (e.g. 30 minutes) has lapsed and student has not made contact and whereabouts are still unknown: | | |
|  |  | This is now a critical incident. The principal (or delegate) must follow the [Managing and Reporting School Incidents (including emergencies) Policy](https://www2.education.vic.gov.au/pal/reporting-and-managing-school-incidents-including-emergencies/policy) **and guidelines**. The first step is issuing an eduSafe alert on EduSafe Plus or by calling DE’s Incident Support and Operations centre (ISOC) on 1800 126 126 which is a 24/7 service. ISOC will provide assistance on the steps you should take. Ensure that you mention that the incident relates to an international student, and this will notify the relevant areas of DE, including DE (IED) |
|  |  | School staff continue to contact student’s parents and provide updates |
|  |  | School staff contact homestay provider and provide update, if relevant and appropriate |

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| **I confirm that the checklist has been completed**  Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (School staff)  **Once completed, the checklist must be stored in the student file.** |

## Related documents

* [Reporting and Managing School Incidents (including emergencies) Policy](https://www2.education.vic.gov.au/pal/reporting-and-managing-school-incidents-including-emergencies/policy)
* [Privacy and Information Sharing Policy](https://www2.education.vic.gov.au/pal/privacy-information-sharing/policy)
* [DE Privacy Policy](https://www.education.vic.gov.au/pages/privacypolicy.aspx)
* [ISP Department Initiated Suspension and Cancellation Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Department_Initiated_Suspension_and_Cancellation_Policy.docx)
* [ISP Record Keeping Procedural Guidelines](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Record_Keeping_Procedural_Guidelines.docx)

## Supporting information / websites

* [Managing Trauma](https://edugate.eduweb.vic.gov.au/sites/i/_layouts/15/WopiFrame.aspx?sourcedoc=/sites/i/Shared%20Documents/Managing%20Trauma.pdf&action=default)
* [PROTECT Identifying and Responding to All forms of Abuse in Victorian Schools](https://www.education.vic.gov.au/school/teachers/health/childprotection/Pages/default.aspx)

## Definitions

* **Critical incident** is a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury to an international student.
* **DE (IED)** is the Department of Education – International Education Division. IED is the division in DE that administers the International Student Program in Victorian government schools. IED is not a separate entity to DE. DE is the CRICOS-registered provider.
* **DE (IED) staff** includes the Executive Officers, managers and employees (full time, part time, ongoing, fixed term, casual and contractor) of DE who work directly or indirectly with the ISP. This excludes school staff.
* **Homestays** are international student accommodation arranged by schools where DE (IED) is responsible for the welfare of the student at all times, including outside school hours.
* **International students (students)** for the purpose of this checklist are defined as students participating in the ISP under a subclass 500 Student – Schools visa.
* **International Student Program (ISP)** for the purpose of this policy is defined as DE’s ISP administered by the DE International Education Division (IED).
* **Parent** refers to the parent(s) or legal guardian(s) of an international student.
* **School staff** are employees of schools, for example – international student coordinator, homestay coordinator, head of department, deputy principal, and principal.

## Contact

For further information, please contact ISOC on 1800 126 126.

## Document maintenance

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