# ISP School Critical Incident Checklist

## Purpose

The principal (or delegate) manages critical incidents consistent with the steps outlined in the [Schools Incident Management System (SIMS) Policy and Guidelines](https://edugate.eduweb.vic.gov.au/sites/i/_layouts/15/WopiFrame2.aspx?sourcedoc=/sites/i/Shared%20Documents/SIMS%20Policy%20and%20Guidelines%202018.pdf&action=default). This checklist complements SIMS and is to be used by school staff to record any international student critical incidents including details of the remedial actions taken.

Once completed, this checklist must be stored in the student file, and maintained in accordance with the [School Privacy and Information Sharing Policy](https://www2.education.vic.gov.au/pal/privacy-information-sharing/policy).

## Roles and responsibilities

**School staff**

* **As set out in SIMS:**
  + undertake the immediate response actions
  + ensure that the relevant principal (or principal’s delegate) is aware of the critical incident.
* Use this checklist to record any international student critical incident and the remedial actions taken and store the completed checklist in the student file.

### Principal (or the principal’s delegate)

* **As set out in SIMS, the principal is responsible for:**
  + Rating the severity of a critical incident and reporting the incident to the Incident Support and Operations Centre (ISOC) on 1800 126 126
  + Managing the incident, including ensuring the safety of all people involved and maintaining accurate and up-to-date records.

### Department of Education and Training (DET) central and regions

* **As set out in SIMS**, 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 SIMS**, 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 DET has taken on responsibility for the approval of appropriate accommodation and welfare arrangements for a student who is under 18 years of age. DET accepts this responsibility by issuing a Confirmation of Appropriate Accommodation and Welfare (CAAW) letter.

## Checklist

|  |  |
| --- | --- |
| **Student name:** |  |
| **Welfare arrangement:** | (Tick the appropriate box)  Living with a parent (Option 1)  Living with a relative approved by the Department of Home Affairs (DHA) (Option 2)  **Living in a homestay**: ‘parent-nominated’ (Option 3) or ‘school-arranged’ (Option 4)  *Note: If the student is* ***living in a homestay****, the principal (or delegate) must ensure the student has appropriate accommodation, welfare and general support throughout a critical incident, including after hours. After the principal (or delegate) reports the incident through ISOC, DET (IED) will contact the principal (or delegate) to provide advice as required.* |
| **Student ID:** |  |
| **Date of birth:** |  |
| **Age:** |  |
| **Host school:** |  |
| **English language centre (if applicable):** |  |
| **Incident date:** |  |
| **Language of family and need for interpreter/translator** | *Note: Please see* [*Interpreting and Translation Services: Telephone interpreting service*](https://www2.education.vic.gov.au/pal/interpreting-and-translation-services/guidance/telephone-interpreting-service) *in the Policy and Advisory Library (PAL) for Language Loop’s contact details.* |
| **Summary of incident:** |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Complete | School staff Initials | Actions | Notes |
| Step 1: Identification and immediate response | | | |
|  |  | **As set out in SIMS**, school staff undertake the immediate response actions to ensure the safety of the student(s), staff and any other parties, and preserve and record evidence |  |
|  |  | **As set out in SIMS**, school staff ensure that the principal (or delegate) is aware of the incident |  |
|  |  | **As set out in SIMS**, contact the student’s parents or DHA-approved relative where appropriate (with use of interpreter if required). If required, please see [Interpreting and Translation Services: Telephone interpreting service](https://www2.education.vic.gov.au/pal/interpreting-and-translation-services/guidance/telephone-interpreting-service) on PAL for Language Loop’s contact details. |  |
| Step 2: Reporting an Incident | | | |
|  |  | **As set out in SIMS**, the principal (or delegate) calls DET's ISOC on 1800 126 126 to report the incident and categorise its severity. Tell ISOC that the incident relates to an ‘international student’ and the student’s welfare arrangement. ISOC will distribute the IRIS alert to relevant areas of DET. |  |
| Step 3: Ongoing support and recovery | | | |
|  |  | **As set out in SIMS**, the principal (or delegate) manages the response to the incident, including discussions with the international student (and if relevant, parents, homestay host and any other stakeholders), and ensure that there is appropriate input from DET central and regions. | *Note: If the student is living in a homestay, the principal (or delegate) must ensure the student has appropriate accommodation, welfare and general support – this includes attending any police interviews or medical treatment and providing emergency homestay accommodation as required.* |
|  |  | **As set out in SIMS**, the principal (or delegate) must consider international-student specific circumstances and obligations for reporting and additional support. The IRIS alert will trigger relevant areas of DET who support the principal (or delegate) as required. |  |
| Step 4: Investigate | | | |
|  |  | **As set out in SIMS**, the principal (or delegate) undertakes follow-up actions, including liaising with student, parents, homestay host and any other relevant stakeholders. |  |
| Step 5: Review and close | | | |
|  |  | **As set out in SIMS**, the principal (or delegate) undertakes follow-up actions, including appropriate record keeping. |  |
|  |  | School staff record this checklist in the student’s file. |  |
| Step 6: Analyse and learn | | | |
|  |  | **As set out in SIMS**, the principal (or delegate) undertakes follow-up actions to analyse and learn from the incident and the school’s response. |  |

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

## Related documents

* [School Incident Management System Policy and Guidelines](https://edugate.eduweb.vic.gov.au/sites/i/_layouts/15/WopiFrame2.aspx?sourcedoc=/sites/i/Shared%20Documents/SIMS%20Policy%20and%20Guidelines%202018.pdf&action=default)
* [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)
* [DET Privacy Policy](https://www.education.vic.gov.au/pages/privacypolicy.aspx)
* [ISP Provider-initiated 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

* [A Guide to Managing Incidents in your School](https://edugate.eduweb.vic.gov.au/sites/i/pages/production.aspx#/app/content/2353/support_and_service_(schools)/student_safety_and_support/emergency_and_critical_incidents/reportable_incidents)
* [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.
* **DET (IED)** is the Department of Education and Training – International Education Division. IED is the division in DET that administers the International Student Program in Victorian government schools. IED is not a separate entity to DET. DET is the CRICOS registered provider.
* **DET (IED) staff** includes the Executive Officers, managers and employees (full time, part time, ongoing, fixed term, casual and contractor) of DET who work directly or indirectly with the ISP. This excludes school staff.
* **Homestays** are international student accommodation arranged by schools where DET (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 document is defined as DET’s ISP administered by the DET 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.

## Maintenance officer

Manager, School Support Unit

International Education Division

Department of Education and Training

2 Treasury Place, East Melbourne, Victoria 3002

Email: [international@education.vic.gov.au](mailto:international@education.vic.gov.au)

Phone: +61 3 7022 1000

## Authorised

Kurtis Mullane

Acting Executive Director, International Education Division

**Date of authorisation**: 14/07/2021

**Review frequency**: This procedure will be reviewed at minimum every two years or when any changes arise impacting its currency, including legislative or regulation change.