

# Critical incident flowchart

## Purpose

The purpose of this flowchart is to define incidents involving international students (500 student visa holders-school sector) and to show that there are different levels of criticality of incidents. Support provided by IED will depend on the nature and criticality of the incident.

## Guiding principles

The student should be at the centre of all decisions made.

Incident management remains the responsibility of the host school and region.

Not all incidents are critical and not all critical incidents are equally critical.

IED will provide schools with advice on and assistance where needed with:

1. Visa conditions
2. Student repatriation
3. Contacting the parents (draft letters, advice from Legal services around the content of letters, brainstorm options and discussion points)
4. ISP administrative processes (transfer).

IED will view an incident as very critical when:

1. A student's physical health has been compromised.
2. A student's mental health and/or wellbeing has been compromised
3. A student's accommodation has been compromised.
4. A student is putting the health and safety of themselves and/or other at risk (anti-social behaviour).
5. A student remains missing despite the completion of the ISP Initial Action Potential Missing International Student Checklist. Missing students are a time-sensitive issue and schools must initiate action within an hour of a international student's whereabouts being unknown.

IED will close an incident when one or more of the following occurs:

1. The student returns home
2. IED and the school are satisfied that the student is being adequately supported
3. IED and the school are satisfied that the student is in approved accommodation
4. A parent/legal guardian or DHA approved relative assumes welfare responsibility for the student.

