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Full Fee Paying Overseas Students Critical Incidents Response Policy

Critical Incidents

The National Code defines a critical incident to be a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury. A critical incident is an emergency situation that usually involves an abnormal and sudden occurrence and can include a fire, explosion, a chemical leak, a bomb threat or terrorist attack that is dangerous or potentially dangerous to life, property or the environment.

The incident may occur at the School or through a related School-based activity or circumstance. In relation to full fee paying overseas students, critical incidents may also include emergency situations that occur in students' home countries, or relate to their family in or outside Australia.

Source of Obligation

Standard 5.3.4 of the National Code requires the School to have a process for managing emergency situations and when welfare arrangements are disrupted for students under 18 years of age.

Standard 6.8 of the National Code requires the School to have and implement a documented policy and process for managing critical incidents that could affect the full fee paying overseas student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm.

The School must maintain a written record of any critical incident and remedial action taken by the School for at least two years after the full fee paying overseas student ceases to be an accepted student.

Kambala's Policy

The School is committed to providing a safe School environment for all of our workers (including volunteers), students (including full fee paying overseas students), visitors and guests.

How we respond to a critical incident will depend largely on its size, nature and complexity.

It is our policy to:

- identify potential critical incident situations
- conduct regular internal risk assessments with respect to those critical incidents
- provide a 24-hour emergency communication system for staff and full fee paying overseas students
- develop appropriate response plans
- have a **Critical Incident Management Team (CIMT)** trained to deal with critical incidents
- regularly test the overall effectiveness of our risk management and critical response procedures.

Through the development of preventative measures and planning our responses, the School seeks to gain control over such situations so as to ensure, that if they do occur, the best possible help is available in a timely manner.

Refer to our **Critical Incident (Emergency Situations) Response Policy**.

Staff Responsibilities

All staff are responsible for:

- participating in critical incident response training as required
- cooperating in carrying out their duties in an emergency situation
- taking prompt action to secure and isolate any hazardous situation in an emergency if this can be done without placing themselves or other workers at risk
- immediately reporting any critical incident to their Director of Boarding.

Critical Incident Contacts

In the event of a critical incident that affects an full fee paying overseas student, the School may (depending on the size, nature and complexity of the critical incident) need to contact:

- emergency services
- the Department of Home Affairs
- the full fee paying overseas student's parents/guardians
- NESAs.

Younger Full Fee Paying Overseas Students

In the event of a critical incident affecting a younger full fee paying overseas student, the processes and procedures in this policy will be followed in addition to any child protection notification requirements.

Record Keeping

If a critical incident occurs at the School that affects an full fee paying overseas student, the School maintains a record of the incident and any remedial action taken by the School for at least two years after the full fee paying overseas student ceases to be an accepted student. Records are maintained in accordance with our **Full Fee Paying Overseas Students Records Management and Retention Policy**.