



# STUDENT CRITICAL INCIDENT PROTOCOLS

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This document is aimed to support the response to and management of critical incidents relating to the students enrolled with Le Cordon Bleu Australia. **In case of emergency, contact 000 immediately.**



# STUDENT CRITICAL INCIDENT PROTOCOLS

## LCBA Contact

Reception: (08) 348 3000

## Other Assistance

Support area	Organisation	Contact details
Crisis support and suicide prevention	Lifeline	131 114 or <a href="http://lifeline.org.au">lifeline.org.au</a>
Expert health advice	NURSE-ON-CALL	<ul style="list-style-type: none"><li>• All states: 1800 022 222</li><li>• QLD only: 13 43 25 84</li><li>• VIC only: 1300 60 60 24</li></ul>
Crisis accommodation	HomeGround Services	1800 825 955 or <a href="http://homeground.org.au">homeground.org.au</a>
Men's referral service	No To Violence	1300 766 491 or <a href="http://ntv.org.au">ntv.org.au</a>
Women's domestic violence crisis service	DVConnect	1800 811 811
Sexual assault crisis line	Sexual Assault Crisis Line	1800 806 292 or <a href="http://sacl.com.au">sacl.com.au</a>
Relay calls	National Relay Service	TTY/voice calls on 133 677 Speak and listen on 1300 555 727 SMS relay on 0423 677 767



# STUDENT CRITICAL INCIDENT PROTOCOLS

## First Response Checklist for Contact Officers – International Students

Initial response checklist – International Students	Status
Determine the nature of the critical incident: <ul style="list-style-type: none"> <li>- Serious injury, attempted suicide, illness or death</li> <li>- Missing student</li> <li>- Mental health episode requiring hospitalisation</li> <li>- Accident – workplace/on campus/off campus</li> <li>- Assault – physical/verbal/bullying/sexual/domestic violence</li> <li>- Abuse – drug/substance/alcohol</li> <li>- Natural disaster located away from campus of origin (flood, bushfire, earthquake)</li> <li>- Life threatening situation (bomb threat, hostage environment, fire)</li> <li>- Student arrested or detained</li> </ul>	
Liaise with emergency and/or medical services and maintain an awareness of the location and condition of the injured student(s).	
Liaise with campus security services where appropriate.	
Ensure WHS requirements are maintained.	
Coordinate, monitor and record ongoing management of the student.	
Identify students and staff members most closely involved and, therefore, most at risk.	
Notify LCBA Academic Registrar	

## Critical incident protocols – International Students

Situation	What is the communication strategy?	Institution resources	Identify external resources
<b>Missing student</b>	<ul style="list-style-type: none"> <li>- Access all student's contact details on record</li> <li>- Contact student's friends/known network</li> <li>- Contact local police department</li> <li>- Contact accommodation provider</li> <li>- Contact Department of Home Affairs</li> <li>- Contact parents/emergency contact/next of kin</li> </ul>	<ul style="list-style-type: none"> <li>- Em portal</li> <li>- Partner counselling team</li> <li>- Faculty (Program Manager, Teachers/Lecturers, Admin)</li> <li>- Industry Engagement Team</li> <li>- Student Services Team</li> </ul>	<ul style="list-style-type: none"> <li>- Department of Home Affairs 131 881</li> <li>- Local police department:               <ul style="list-style-type: none"> <li>• SA: 131 444</li> <li>• QLD: 131 444</li> <li>• NSW: 131 444</li> <li>• PER: 131 444</li> <li>• VIC: <a href="http://police.vic.gov.au">police.vic.gov.au</a></li> </ul> </li> <li>- Hospital/emergency services</li> </ul>
<b>Student injured/assaulted</b>	<ul style="list-style-type: none"> <li>- Contact student</li> <li>- Contact local police department/emergency services</li> <li>- Contact hospital</li> <li>- Notify faculty</li> </ul>	<ul style="list-style-type: none"> <li>- Em portal</li> <li>- Faculty (Program Manager, Teachers/Lecturers, Admin)</li> </ul>	<ul style="list-style-type: none"> <li>- Local police department:               <ul style="list-style-type: none"> <li>• SA: 131 444</li> <li>• QLD: 131 444</li> <li>• NSW: 131 444</li> <li>• PER: 131 444</li> <li>• VIC: <a href="http://police.vic.gov.au">police.vic.gov.au</a></li> </ul> </li> </ul>



# STUDENT CRITICAL INCIDENT PROTOCOLS

Situation	What is the communication strategy?	Institution resources	Identify external resources
	<ul style="list-style-type: none"> <li>- Contact accommodation provider</li> <li>- Contact student's parents/emergency contact</li> <li>- Media management</li> </ul>	<ul style="list-style-type: none"> <li>- Partner counselling team</li> <li>- Student Services Team</li> <li>- LCBA Allianz representative</li> </ul>	<ul style="list-style-type: none"> <li>- Hospital/emergency services</li> <li>- LCBA legal representatives</li> </ul>
<b>Student deceased</b>	<ul style="list-style-type: none"> <li>- Contact local police department</li> <li>- Contact hospital/emergency services</li> <li>- Contact student's parents/emergency contact</li> <li>- Notify faculty</li> <li>- Notify LCBA CEO</li> <li>- Contact country embassy/consulate</li> <li>- Seek legal advice</li> <li>- Media management</li> </ul>	<ul style="list-style-type: none"> <li>- Em portal</li> <li>- Faculty (Program Manager, Teachers/Lecturers , Admin)</li> <li>- Partner counselling team</li> <li>- Employee Assistance Program (EAP)</li> <li>- Student critical incident policy document</li> <li>- LCBA Allianz representative</li> </ul>	<ul style="list-style-type: none"> <li>- Local police department:               <ul style="list-style-type: none"> <li>• SA: 131 444</li> <li>• QLD: 131 444</li> <li>• NSW: 131 444</li> <li>• PER: 131 444</li> <li>• VIC: <a href="http://police.vic.gov.au">police.vic.gov.au</a></li> </ul> </li> <li>- Department of Home Affairs 131 881</li> <li>- LCBA legal representatives</li> <li>- Embassy/consular office: <a href="http://www.dfat.gov.au/em_bassies.html">http://www.dfat.gov.au/em_bassies.html</a></li> <li>- Funerary services</li> </ul>



# STUDENT CRITICAL INCIDENT PROTOCOLS

## Ongoing Response (Academic Registrar)

External engagement – International Students	Status
<p>Department of Home Affairs (DHA)</p> <ul style="list-style-type: none"> <li>- Contact Department of Home Affairs (DHA). In case of an international student’s death, note that there are reporting requirements under the ESOS Act.</li> <li>- The Academic Registrar (or nominee) must contact the state immigration office and advise the circumstances of death prior to reporting on PRISMS, so the DHA Liaison Officer may prevent a letter being sent to the student’s most recent recorded address thus minimising the possibility of further distress for the student’s family.</li> <li>- Using PRISMS to report the student’s death, the Academic Registrar (or nominee) will enter the student course variation reason/code as below against the student’s eCOE:               <ul style="list-style-type: none"> <li>o Reason for student course variation – termination of student studies prior to completing the course.</li> <li>o Termination reason – provider decision to cease student enrolment.</li> <li>o Provider decision to cease student enrolment reasons – student has died including full details in the comment field as per death certificate and state that the Department of Home Affairs (DHA) has been notified by email and provide supporting documentation.</li> </ul> </li> </ul>	
<p>Embassy/Consulate</p> <ul style="list-style-type: none"> <li>- Contact Embassy/Consulate to ensure contact with, and support for, the family in the student’s home country.</li> <li>- In the case of a death of an international student, check with local police department as they normally notify the next of kin. No contact by LCBA staff should occur until official notification has occurred).</li> </ul>	
<p>Contact other third parties, where necessary.</p>	
<p>Contact and liaise with next of kin if warranted.</p>	
<p>Contact and liaise with LCBA legal representatives and/or insurance providers.</p>	
<p>Liaise with Allianz representative for LCBA to manage Overseas Student Health Cover issues, where appropriate.</p>	



# STUDENT CRITICAL INCIDENT PROTOCOLS

Internal LCBA Checklist – International Students	Status
Contact and liaise with Manager, Public Relations <ul style="list-style-type: none"> <li>- In cases where it is possible that the incident will generate media interest, the Academic Registrar will ensure that the Marketing department is briefed.</li> <li>- All media enquiries should be directed in the first instance to the Manager, Public Relations who will be responsible for coordinating responses to such enquiries and will, where appropriate, make statements on behalf of LCBA.</li> </ul>	
Contact and liaise with Chief Financial Officer as required e.g., to ensure accesses to emergency funds are available if required, as needed, implement emergency financial delegations to ensure adequate financial control.	
Arrange meeting with affected program area, organise counselling via EAP if required.	
Disseminate factual information to staff, students and LCBA community, being mindful of confidentiality.	
Provide guidance to staff about what information to give students and other staff.	
Arrange for necessary services as appropriate (funeral, memorial, rehabilitation, repatriation, packing up of student’s possessions and other matters as required).	
In the event of student death, <ul style="list-style-type: none"> <li>- Coordinate letters of condolence for signature by CEO</li> <li>- Student Services to activate student records amendments and other student administrative requirements (e.g., fee reimbursement)</li> <li>- Coordinate with the Dean and Program Manager who will check the student’s progression for in case the student may be eligible for a Posthumous Award</li> <li>- In the case of a death of an international student, check with local police department as they normally notify the next of kin. No contact by LCBA staff should occur until official notification has occurred. The Academic Registrar (or nominee) will make contact with the relevant Embassy/Consulate.</li> </ul>	
Manage academic related administrative actions (such as special consideration, withdrawal without penalty, posthumous awards).	
Coordinate additional assistance to the student as required e.g., counselling, incident related benefit payments/reimbursements/claims.	
Coordinate with the Dean and Program Manager who will check the student’s progression for in case the student may be eligible for a Posthumous Award.	
Documenting the incident and the action taken on file according to the Critical Incident Policy and relevant procedures.	



# STUDENT CRITICAL INCIDENT PROTOCOLS

## Checklist for Contact Officers – General

Initial response checklist – General	Status
Determine the nature of the critical incident: <ul style="list-style-type: none"> <li>- Serious injury, attempted suicide, illness or death</li> <li>- Missing student</li> <li>- Mental health episode requiring hospitalisation</li> <li>- Accident – workplace/on campus/off campus</li> <li>- Assault – physical/verbal/bullying/sexual/domestic violence</li> <li>- Abuse – drug/substance/alcohol</li> <li>- Natural disaster located away from campus of origin (flood, bushfire, earthquake)</li> <li>- Life threatening situation (bomb threat, hostage environment, fire)</li> <li>- Student arrested or detained</li> </ul>	
Liaise with emergency and/or medical services and maintain an awareness of the location and condition of the injured student(s).	
Liaise with campus security services where appropriate.	
Ensure WHS requirements are maintained.	
Coordinate, monitor and record ongoing management of the student.	
Identify students and staff members most closely involved and, therefore, most at risk.	
Notify LCBA CEO, Academic Registrar, Management Team and Partner Program Manager.	

## Critical incident protocols – General

Situation	What is the communication strategy?	Institution resources	Identify external resources
<b>Missing student</b>	<ul style="list-style-type: none"> <li>- Access all student's contact details on record</li> <li>- Contact student's friends/known network</li> <li>- Contact local police department</li> <li>- Contact accommodation provider</li> <li>- Contact parents/emergency contact/next of kin</li> </ul>	<ul style="list-style-type: none"> <li>- EM portal</li> <li>- Partner counselling team</li> <li>- Faculty (Program Manager, Teachers/Lecturers, Admin)</li> <li>- Industry Engagement Team</li> <li>- Student Services Team</li> </ul>	<ul style="list-style-type: none"> <li>- Local police department:               <ul style="list-style-type: none"> <li>• SA: 131 444</li> <li>• QLD: 131 444</li> <li>• NSW: 131 444</li> <li>• PER: 131 444</li> <li>• VIC: <a href="http://police.vic.gov.au">police.vic.gov.au</a></li> </ul> </li> <li>- Hospital/emergency services</li> </ul>
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## Ongoing Response (Academic Registrar)

External engagement – General	Status
Contact other parties, where necessary.	
Contact and liaise with next of kin if warranted.	
Contact and liaise with LCBA legal representatives and/or insurance providers.	

Internal LCBA Checklist – General	Status
Contact and liaise with Manager, Public Relations <ul style="list-style-type: none"> <li>- In cases where it is possible that the incident will generate media interest, the Academic Registrar will ensure that the Marketing department is briefed.</li> <li>- All media enquiries should be directed in the first instance to the Manager, Public Relations who will be responsible for coordinating responses to such enquiries and will, where appropriate, make statements on behalf of LCBA.</li> </ul>	
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Arrange meeting with affected program area, organise counselling via EAP if required.	
Disseminate factual information to staff, students and LCBA community, being mindful of confidentiality.	



# STUDENT CRITICAL INCIDENT PROTOCOLS

<b>Internal LCBA Checklist – General</b>	<b>Status</b>
Provide guidance to staff about what information to give students and other staff.	
Arrange for necessary services as appropriate (funeral, memorial, rehabilitation, repatriation, packing up of student’s possessions and other matters as required).	
In the event of student death, <ul style="list-style-type: none"><li>- Coordinate letters of condolence for signature by CEO</li><li>- Student Services to activate student records amendments and other student administrative requirements (e.g., fee reimbursement)</li><li>- Coordinate with the Dean and Program Manager who will check the student’s progression for in case the student may be eligible for a Posthumous Award</li></ul>	
Manage academic related administrative actions (such as special consideration, withdrawal without penalty, posthumous awards).	
Coordinate additional assistance to the student as required e.g., counselling, incident related benefit payments/reimbursements/claims.	
Coordinate with the Dean and Program Manager who will check the student’s progression for in case the student may be eligible for a Posthumous Award.	
Documenting the incident and the action taken on file according to the Critical Incident Policy and relevant procedures.	