

# PROCEDURES AND GUIDELINES FOR CRITICAL INCIDENTS INVOLVING INTERNATIONAL STUDENTS

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## BACKGROUND AND OVERVIEW

In response to Standard 6.4 of the National Code ( ESOS Act 2007) and to reflect quality in the level of service encouraged by the AV-CC Code of Ethical Practice in the Provision of Education to International Students, this procedures document has been adopted as an adjunct to Monash University's *Critical Incidents and Disaster Response Policy*, *the Monash Corporate Crisis Management and Recovery Plan* and other University procedures.

This document is to guide staff in managing a critical incident involving international students. The guidelines take a team approach to dealing with critical incidents.

It is designed to:

- Identify the appropriate people to whom to report incidents
- Identify the appropriate Monash procedures to be followed
- Identify where critical incidents will be recorded
- Help students receive appropriate assistance following situation and support the recovery process

## DEFINITION

As per the National Code, a critical incident for these procedures is defined as “a traumatic event, or threat of such (within or outside Australia) which causes extreme stress, fear or injury”.

Examples of critical incidents would include, but are not limited to:

- **Missing Student**
- **Serious Injury** which prevents or severely affects the student's ability to continue with or complete the course.
- **Serious Illness** which causes the deterioration of the student health over time.
- **Drug or alcohol abuse**
- **Victim of crime, domestic violence, sexual assault**
- **Racially motivated abuse**
- **Severe psychological or verbal aggression**
- **Death** (including death of a dependant residing in Australia) accidental, suicide, result of an injury or terminal illness, apparent homicide
- **Others** – natural disaster,

Serious illness or injury may not be considered a critical incident in the broader campus community. However, considering the relatively 'close knit' nature of most international student communities, and their physical isolation from the familiar support networks they grew up with, critical incidents of this nature can have a wide reaching, sometimes devastating and usually long lasting effect on a student's ability to cope with their studies.

## **ASSOCIATED POLICIES AND PROCEDURES**

- Monash Corporate Crisis Management and Recovery Plan
- Security Policies  
<http://www.policy.monash.edu/policy-bank/management/facilities-services/index.html>
- Monash Residential Services Critical Incidence Management Protocols
- Privacy Policy  
[www.privacy.monash.edu.au/policies/privacy-pol.html](http://www.privacy.monash.edu.au/policies/privacy-pol.html)
- Discrimination and Sexual Harassment Grievance Procedures  
<http://www.adm.monash.edu.au/sss/equity-diversity/equal-opportunity/discrimination-procedures.html>
- Enrolments Process for Recording and Managing a Deceased Student Record

## **ROLES OF RESPONSE TEAMS**

### **Monash Security**

Monash Security is the principal team to receive initial reports, take appropriate responses, record the incident and notify and liaise with appropriate Monash staff and external parties as required.

### **Community Care Line**

Community Care Line is part of the Safer Community Programs initiative and can provide advice and support for managing concerning or threatening behaviour and situations within the Monash University community. Community Care can provide assistance to staff if they have concerns about a student's behaviour, are worried about someone harming themselves or someone else, or wish to clarify issues of responsibility, confidentiality or duty of care. Leadership and support can be provided at all stages of responding to complex and sensitive situations in accordance with Monash University policy and procedure. Community Care is not an emergency response contact.

### **Health Wellbeing and Development**

The Co-ordinator of International Student Experience Programs

The Co-ordinator can provide additional assistance to international students in response to the fact that many international students do not have family or close friends in Victoria. This could include practical assistance for students in hospital, on-going support for students following a critical incident or the provision of information about specialised services, support groups and legal assistance. The Co-ordinator can also play a role in liaising with internal and external groups. These could include family members, the Department of Immigration and Citizenship, and Faculty staff if the incident is impacting upon their studies and the student's health insurer.

Back Up: Jenny Williams. Coordinator, Hub Operations. Health, Wellbeing and Development

## Health Wellbeing and Development International Student Response Team

The Health Wellbeing and Development International Student Response Team is to provide support to the Co-ordinator International Student Experience Programs in regard to the actions to be taken, planning, to ensure a clear understanding of the necessary liaison with internal and external parties, and the reporting and recovery arrangements during and after the incident.

Tasks would include to:

- Review case history
- Establish and maintain all appropriate psychological first aid, welfare and recovery services
- Ensure the provision of support services for students and family
- Develop a list of internal and external resources, eg. Psychologists, clergy, doctors to assist students and families, OSHC Insurers, and make contact as required
- Consider the impact on other students
- Provide assistance/debriefing for staff impacted upon by incident
- Ensure event and follow up actions are documented

The HWD international student response team consists of:

- Co-Ordinator International Student Experience Programs
- Safer Community Programs staff
- Manager/Co-Ordinator of Counselling on the student's Campus
- Hub Team Leader on the student's campus

## PROCEDURES

### Initial Response to Critical Incident

Any critical incident will be reported immediately to the relevant person as listed in the table below.

<b><i>Location of incident</i></b>	<b><i>Incident type and examples</i></b>	<b><i>Who to contact</i></b>	<b><i>Procedure</i></b>
On campus incident	Serious illness (physical or mental), accident resulting in injury or death to student, aggression or assault involving a student	Monash Security	Normal line management and procedures apply  Report entered on Security database  Inform Co-Ordinator International Student Experience Programs See below for further procedures.
Monash Residential Services on campus residences	All incidents	Monash Security and Monash Residential Services campus manager	MRS Critical Incidence Management Protocols apply
On and off campus	Report of missing student	Community Care Line	Normal line management and procedures apply. Report entered on Security database  Inform Co-Ordinator International Student Experience Programs
On campus and off-campus activities that are directly related to a student's course or any activities organised by a University club or society.	Discrimination and Sexual Harassment	Equity and Diversity	Discrimination and Sexual Harassment Grievance Procedures followed.

<b><i>Location of incident</i></b>	<b><i>Incident type and examples</i></b>	<b><i>Who to contact</i></b>	<b><i>Procedure</i></b>
Off campus	Death	Monash Security Staff	Normal line management and procedures apply  Report entered on Security database
Off campus	Injury Drug or alcohol Violence/ abuse Illness Any other incidents	Monash Security	Normal line management and procedures apply  Report entered on Security database  Inform Co-Ordinator International Student Experience Programs See below for further procedures.

**Note:** For non urgent illness or a safety or welfare matters contact Community Care Line. Normal line management and procedures apply. The report is entered on the Security database and the Co-Ordinator International Student Experience Programs should be informed.

## **Procedures for Health Wellbeing and Development the Co-ordinator International Student Experience Programs**

### Procedures/ Checklist

- Report time, location and nature of incident, threats, people involved
- File an incident report
- Assess situation and convene the Health Wellbeing and Development International Student Response Team as required
- Check if an under 18, exchange, Ausaid, or sponsored student. Sponsored students can be identified in Callista screen: FINF4300  
Sponsored students – Contact Manager Fees  
Exchange or Monash Abroad student – Contact manager Monash Abroad
- Inform Hub team leader of relevant campus and Faculty
- In conjunction with Hub Team Leader, liaise with student, faculty, family, DIAC,, hospital, OSHC Worldcare
- Inform Faculty

### Consider:

- Pastoral care/personal contact with other students affected by the incident.
- Use of interpreters
- Arrangements for visits to/from family
- Refund of student's fees if taking intermission or withdrawing
- Access to personal items/ household affairs
- Insurance Matters, OSHC Coverage, Ambulance Cover
- Formal stress management interventions for students (release from classes, leave, rescheduled assessments or exams)
- Liaison with academic staff or supervisors
- Arrangements for further debriefing sessions for groups/individuals as required
- Liaison with DIAC
- Financial assistance
- Student's access to legal advice

## **RECORDING INCIDENTS AND STUDENT INFORMATION**

### Student Information:

The University develops student files upon enrolment. The filing guidelines include the maintenance of personal information relating to the international student application details, phone number and addresses, next of kin. The University's Student Database also contains up to date information for changes to personal and course details. It also contains collection data on country of birth, etc.

Information about students is also recorded in CLANS (Client Log and Notes System). This can be accessed by HWD staff only.

### Recording:

All incidents reported to Security or the Community Care Line are recorded in the Security database. The residency status of students is noted for each incident so International student incidents can be identified.

All incidents reported to the Co-Ordinator International Student Experience Programs will be recorded in CLANS ( a HWD module in Callista)

## **PRIVACY**

Information Privacy Principle 2.1 (d) of the Information Privacy Act 2000 (Vic), which governs Monash University.

Principle 2.1 covers use and disclosure of personal information about an individual for a purpose other than the primary purpose of collection.

2.1 (d) provides that such use and disclosure is permissible if:

"the organisation reasonably believes that the use or disclosure is necessary to lessen or prevent:

- (i) a serious and imminent threat to an individual's life, health, safety or welfare; or
- (ii) a serious threat to public health, public safety, or public welfare."

This exemption clearly covers student cases where a critical incident has arisen and allows us to make the disclosures required to progress the co-ordinated effort for the care of the individual.

## **MEDIA**

The University protocols on media releases must be observed at all times. Advancement Division is responsible for media communication.

## **MANAGING CRITICAL INCIDENT STRESS**

Staff can refer to "Guidelines for managing Critical Incident Stress" booklet available from Safer Community Programs.

Further help and information is available from the Health, Wellbeing and Development Counselling team.

An after hours emergency telephone counselling service available to staff and students:

1300 361 008

## **RESOURCES**

Health Wellbeing and Development Safer Community resource pack. Contact 9905 1599

The resources, and the initiatives that they describe, aim to give staff and students confidence in recognising and responding to observable behaviours in a systematic way in order to prevent escalation to violence or other serious incidents.

These resources can be found at:

<http://www.adm.monash.edu.au/safercommunity/index.html>

## **UNIVERSITY SERVICES AVAILABLE**

### **Counselling Services**

[www.adm.monash.edu.au/community-services/counselling/index.html](http://www.adm.monash.edu.au/community-services/counselling/index.html)

### **Community Care Line**

[www.adm.monash.edu.au/safercommunity/index.html](http://www.adm.monash.edu.au/safercommunity/index.html)

### **Monash Health Services (doctors)**

[www.adm.monash.edu.au/community-services/health/](http://www.adm.monash.edu.au/community-services/health/)

### **Equity and Diversity**

[www.adm.monash.edu.au/sss/equity-diversity/](http://www.adm.monash.edu.au/sss/equity-diversity/)

### **Health Wellbeing and Development**

[www.adm.monash.edu.au/community-services/](http://www.adm.monash.edu.au/community-services/)

### **Monash Security**

<http://fsd.monash.edu.au/security>

### **Monash Media**

[www.adm.monash.edu.au/advancement/about/media-communications.html](http://www.adm.monash.edu.au/advancement/about/media-communications.html)

## **REVIEW**

The procedures for incidents involving international students should be reviewed annually.

## APPENDIX 1

# Guidelines for accessing Traumatic Event & Accident Management (TEAM) services

## 1. Introduction

OSHC Worldcare has an agreement with Monash University to be the preferred provider for the provision of Overseas Student Health Cover to our international students.

OSHC Worldcare is providing Institutions access to their Traumatic Event & Accident Management (TEAM) services. TEAM will be available from 1 January 2008. TEAM is made up of units, each valued at \$5000, which may be utilised in the event of a critical incident or the repatriation of the mortal remains of an international student. The service can be utilised by Monash's international students, regardless of their OSHC provider.

Monash University will have a limited number of 'units' available each year. In 2009 Monash University will have 6 TEAM units available. As this is based on the annual enrolment load, it is anticipated that a similar number will be allocated each year.

## 2. Role of the Committee

A committee consisting of key Monash staff involved in the management of international student health, welfare and administration will assess eligibility of each reported case for the use of TEAM units.

Committee members include the following Monash staff:

- Chief Medical Officer
- Psychologist (Deputy Manager HWD Clayton)
- Co-ordinator International Student Experience
- Team Leader, Student Life (Monash College Group)
- Manager Student Finance

Individual student cases are to be initially reported to the Co-ordinator International Student Experience (for Monash University students) or to the Team Leader, Student Life (for Monash College students).

The reported cases will be discussed by the committee where the student circumstances potentially fall within the TEAM guidelines.

Eligibility for the use of the annual allocation of TEAM units will be determined by the committee and reported (via OSHC State Manager) to the nominated OSHC Worldcare (Mondial) Chief Medical Officer for final consideration.

For sponsored students the initial support will be sourced through the sponsor before the TEAM units are considered. Should the sponsor be unable to assist then the TEAM units will be used if the situation meets the guidelines.

### **3. Guidelines**

TEAM units can be used for currently enrolled international students who are studying at Monash University or Monash College on a student visa.

The student is in a critical medical situation that prohibits him/her from continuing with their studies.

A critical incident fits the general description of: A tragic or traumatic event or situation affecting a student or staff member which has the potential to cause unusually strong emotional reactions in the campus community.

Professional assessment and advice is provided by experts in the medical or psychological field enabling the committee to make a judgement on the case for the purpose of allocating TEAM unit/s.

Critical incidents in the international student arena would include, but are not limited to:

- **Death** (including a death of a dependant)
  - Accidental
  - Suicide
  - Result of an injury or terminal illness
  - Apparent homicide
- **Serious illness** which causes the deterioration of the student's health over time.
- **Serious injury** which prevents or severely affects the student's ability to continue with or complete the course.
- **Other critical incident case studies** are available to assist the committee in making suitable judgements. A few examples are included in Appendix 1.

#### **Use of TEAM units**

TEAM units could be used to cover the cost of:

- transporting an ill student back home
- transporting parent/next of kin to Australia
- repatriating mortal remains to county of origin
- other support required deemed suitable by Monash Committee and Mondial CMO.

**6. Examples of cases considered for TEAM unit**

These are typical examples of the kind of cases that we would support as recipients of a TEAM unit from OSHC. *Severe cases such as death and life threatening illness are automatically considered and therefore not included below.*

**Example One**

An International student has a psychotic episode and is involuntarily hospitalised. This follows several weeks of psychological deterioration and poor academic performance. As he is unable to make decisions for himself his parents are asked to come to Australia and pick him up. The parents are struggling financially and so the recommendation is made to support their trip over to accompany the student home and a TEAM unit would cover the cost of their flights.

**Example Two**

An International student living in Halls has Borderline Personality Disorder and substance abuse. He also makes several attempts on his life. His parents don't understand the implications of his diagnosis and are reluctant for him to come home, preferring him to stay on and finish his course. The student is non-compliant with the treatment from his GP and counsellor and is at continual risk to himself, while his behaviour also distresses his friends and the Monash Halls staff who are trying to support him. The latter feel overwhelmed and see no change in his behaviour, despite behavioural contracts being put in place.

The Halls in consultation with the Solicitor's office, Counselling and the Investigation Liaison Officer recommend that he be excluded from the University on Health Grounds, under Section 6.3 of the University Statutes. It is seen as being in his best interests and that of the University that the student return to his country of origin for treatment and closer support from his parents. Our assessment of the risk factors involved in him remaining in Australia indicate the benefit of using a TEAM unit allocation to help repatriate him to his country of origin.

**Example Three**

A female International student from Hong Kong requires the combined focus of Counselling, Faculty Academic staff, ISSU, the CAT team, Immigration and Student Financial Aid drawn out over a period of 6 months. The issues include academic progress, depression and suicidality, severe financial hardship and the end of a relationship. Ultimately, she receives Intermission on Medical grounds and returns to her country of origin. Her earlier departure through having had access to the financial support of a TEAM unit may have speeded up the whole process and reduced the human cost to herself and the organisational stressors placed on the University.

**Example Four**

A student has been diagnosed with a serious illness and is unable to continue studies during treatment. He requires home care/ support however lives alone. His treatment is not available or is sub-standard in his home country. A TEAM unit could be used to fly a family member to Australia to ease the financial burden on the family.

Alternatively, for cases where treatment was available at the home country and the student was permitted to travel then a TEAM unit could be used to fly the student home.