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## Responses to Critical Incidents

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**Introduction**

Clients may present to Student Services with serious issues which need to be responded to appropriately. Duty of Care to the client is paramount, but clients' expectations need not only to be met, but exceeded. Clients may be far from trusted support networks and will expect CAG to step in to provide the support which those networks would normally undertake. Additionally, individuals within the client's trusted support networks will have high expectations regarding the level of support provided to their loved ones away from home. Critical incidents can be categorised in a number of ways and can occur during or outside of training hours and whilst on placement. All information given by the client will be treated as confidential. Following are exemplars of courses of action which fulfil our Duty of Care and clients' expectations.

**Serious Medical Emergency**

1. Assess the client's immediate physical and emotional welfare, and make judgment to take action as required
2. Contact Police if appropriate.
3. If necessary, call Ambulance or transport client to a Hospital/Medical Centre
4. Ascertain if the client is carrying their OSHC card, obtain membership number from IPU if necessary
5. Stay with the client to provide:
  - a. Moral support
  - b. Assistance in contacting consulate, family and friends
  - c. Liaison with OSHC provider to confirm cover and rate of refund of medical expenses
  - d. Liaison with Hospital staff
  - e. Advise student on media relations
6. Update CEO etc with Situation Report on a daily basis
7. Visit student on a daily basis while in hospital
8. Provide gift and card from CEO (if appropriate)
9. Advise student on Counselling services available through OSHC
10. Liaison with Placement Officer, Ops Mgr/Head of School, Trainer/Educator, Admin staff on behalf of student as required
11. Make contact with Police Liaison Officers to assist
12. Provide counselling to classmates as required
13. Investigate whether friends and associates need help in any way and act appropriately
14. Advise on medical leave from college
15. Organise/Provide transportation home from Hospital/Medical Centre
16. Ongoing support and assistance including home study support, counselling, transport to medical appointments, liaison with OSHC provider, follow up with Police (if appropriate)
17. Record all events and conversations on VETtrak, save any documents to client's folder in the IPU drive, reference from VETtrak

**Death of a student**

1. Contact Police if appropriate.
2. Determine bereaved parties in consultation with Police
3. Obtain confirmed details of incident
4. Update CEO etc with Situation Report on a daily basis
5. Assist in determining impact on organisation. Advise management of any ramifications beyond the obvious which may influence the public's opinion of Careers Australia
6. Make contact with Police Liaison Officers to assist where necessary
7. Assist in contacting Solicitors as required
8. Advise bereaved and student body on media relations
9. Assist bereaved to make arrangements with Funeral Directors for burial or repatriation
10. Assistance in contacting consulate, family and friends
11. Assistance to bereaved to obtain counselling as required
12. Investigate whether friends and associates need help in any way and act appropriately
13. Provide counselling via OSHC to classmates as required
14. Record all events and conversations on VETtrak, save any documents to client's folder in the IPU drive, reference from VETtrak

**Bereavement**

1. Assess the client's immediate physical and emotional welfare, and make judgment to take action as required
2. Express to the client, your personal condolences and those of CAG
3. Enquire if the client has any immediate needs and if so attempt to meet them within reason
4. Ascertain the nature of the bereavement
5. Enquire if any assistance is required in engaging funeral services, take action as required
6. Enquire if the client has contact with immediate family and friends who can provide support
7. Offer to assist in the client in contacting them if required
8. Recommend to client that they access counselling services and assist in arranging
9. Investigate whether friends and associates need help in any way and act appropriately
10. Liaison with Placement Officer, Ops Mgr/Head of School, Trainer/Educator, Admin staff on behalf of student as required
11. Advise on bereavement leave from college
12. Ongoing support and assistance including home study support, counselling, liaison with OSHC provider
13. Record all events and conversations on VETtrak, save any documents to client's folder in the IPU drive, reference from VETtrak

**Family emergency/bereavement in home country**

1. Assess the client's immediate physical and emotional welfare, and make judgment to take action as required
2. Express to the client, your personal sympathy/condolences and those of CAG
3. Enquire if the client has any immediate needs and if so attempt to meet them within reason
4. Ascertain the nature of the family emergency/bereavement
5. Enquire if the client has contact with immediate family and friends who can provide support
6. Offer to assist in the client in contacting immediate family and friends if required
7. Recommend to client that they access counselling services and assist in arranging
8. Investigate whether friends and associates need help in any way and act appropriately
9. Liaison with Placement Officer, Ops Mgr/Head of School, Trainer/Educator, Admin staff on behalf of student as required
10. Advise on leave from college assist client to access the suspension/deferral procedure if required
11. Assist with travel plans if required
12. Ongoing support and assistance including home study support, counselling
13. Record all events and conversations on VETtrak, save any documents to client's folder in the IPU drive, reference from VETtrak

**Bullying**

1. Assess the client's immediate physical and emotional welfare, and make judgment to take action as required
2. Express to the client the CAG policy that bullying is not tolerated on any level and constitutes serious misconduct under CAG policies
3. Question the client about the background and circumstances
4. Question all those involved and witnesses
5. In conjunction with OPs Mgr/Head of School make a determination of the incident and counsel all those involved
6. If the bullying is considered serious misconduct Ops Mgr/Head of School to instigate cancellation process for appropriate client/s
7. Record all events on VETtrak, save any documents to client's folder in the IPU drive, reference from VETtrak

**Client claims/suspected of being homeless**

1. Assess the client's immediate physical and emotional welfare, and make judgment to take action as required
2. Question client to ascertain if s/he has appropriate accommodation
3. If there is suspicion that the student does not have appropriate accommodation assist the client to seek appropriate accommodation
  - a. Encourage client to contact friends and family to arrange accommodation
  - b. Ask classmates if anyone knows of available accommodation
  - c. Assist client in searching for appropriate accommodation advertised in media
  - d. Make contact with community groups who may be able to assist
4. When client reports that they have found suitable accommodation follow up to ensure this is the case
5. Record all events and conversations on VETtrak, save any documents to client's folder in the IPU drive, reference from VETtrak

**Client suspected of being AWOL**

1. Attempt to contact client via VETtrak contact details - Phone, SMS, email
2. If no response attempt to contact client's emergency contact
3. If no response attempt to contact client's agent and family
4. Inform Ops Mgr/Head of School that client is not responsive and Progression Policy will be followed

**Client attempts suicide/self harm attempt (or suspicion thereof)**

1. Assess the client's immediate physical and emotional welfare, and make judgment to take action as required
2. If the client is in immediate physical trauma enact Serious Medical Emergency procedure
3. Enquire whether the client would prefer discussing the matter with a staff member of a different sex, take action as required
4. Arrange for client to access counselling help through their OSHC
5. Assist client in making appointment with a GP to arrange possible referral to specialist
6. Ascertain whether the client's accommodation is still appropriate and take action as required
7. Enquire if the client has contact with immediate family and friends who can provide support
8. Liaison with Placement Officer, Ops Mgr/Head of School, Trainer/Educator, Admin staff on behalf of student as required
9. Investigate whether friends and associates need help in any way and act appropriately
10. Follow up client on a regular basis
11. Record all events and conversations on VETtrak, save any documents to client's folder in the IPU drive, reference from VETtrak

**Client is suspected or claims rape or domestic violence**

1. Assess the client's immediate physical and emotional welfare, and make judgment to take action as required
2. If the client is in immediate physical trauma, enact Serious Medical Emergency procedure
3. Enquire whether the client would prefer discussing the matter with a staff member of a different sex, take action as required
4. Enquire whether the client would like to speak to the Police and counsel the client on the Police role in investigating domestic violence
5. Arrange for client to access counselling help through their OSHC
6. Assist client in making appointment with a GP to arrange possible referral to specialist
7. Ascertain whether the client's accommodation is still appropriate and take action as required
8. Enquire if the client has contact with immediate family and friends who can provide support
9. Liaison with Placement Officer, Ops Mgr/Head of School, Trainer/Educator, Admin staff on behalf of student as required
10. Follow up client on a regular basis
11. Investigate whether friends and associates need help in any way and act appropriately
12. Record all events and conversations on VETtrak, save any documents to client's folder in the IPU drive, reference from VETtrak

**Client reports pregnancy**

1. Congratulate client on pregnancy
2. Discuss the client's plans for the future and the education options open to her
3. Enquire if client has arranged a visit to a Medical Practitioner with regards to the pregnancy and offer assistance if required
4. Follow up client on a regular basis
5. Liaison with Placement Officer, Ops Manager/Head of School, Trainer/Educator, Administration staff and determine if the student is able to complete studies at the college
6. Record all events and conversations on VETtrak, save any documents to client's folder in the IPU drive, reference from VETtrak

**Client involved in vehicle collision**

1. Enact the Serious Medical Emergency procedure if appropriate
2. Counsel client on rights and responsibilities with regard to reporting the incident to Police and vehicle insurer
3. Record all events and conversations on VETtrak, save any documents to client's folder in the IPU drive, reference from VETtrak

**Client involved in physical altercation on CAG property**

1. Assess the client's immediate physical and emotional welfare, and make judgment to take action as required
2. Discuss the incident with any staff member who may have witnessed the altercation
3. Question separately all those involved or witnessed the altercation
4. Enquire whether the client would like to speak to the Police and counsel the client on the Police role in investigating such an incident
5. Counsel those involved of the gravity of such misconduct and how it could affect their visas
6. Make a judgement whether the incident constitutes Misconduct under the CAG Policies and Procedures. If it does, follow the Cancellation procedure. If not:
7. Counsel each client separately and together to reconcile the parties
8. Follow up with Ops Mgr/Head of School, Trainer or Educator at a later date to check on behaviour
9. Record all events and conversations on VETtrak, save any documents to client's folder in the IPU drive, reference from VETtrak

**Client presents with depression, worry, loneliness or stress problem**

1. Assess the client's immediate physical and emotional welfare, and make judgment to take action as required
2. Enquire about the possible causes of the morale problem and encourage the client to deal with them
3. Counsel the client about international student issues and discuss the 'W' curve
4. If appropriate, arrange for client to access counselling help through their OSHC
5. If appropriate, assist client in making appointment with a GP to arrange possible referral to specialist
6. Liaison with Placement Officer, Ops Mgr/Head of School, Trainer/Educator, Admin staff on behalf of student as required
7. Follow up client on a regular basis
8. Record all events and conversations on VETtrak, save any documents to client's folder in the IPU drive, reference from VETtrak

**Student suspected of having a drug problem or eating disorder**

1. Assess the client's immediate physical and emotional welfare, and make judgment to take action as required
2. Enact the Serious Medical Emergency procedure if appropriate
3. If appropriate, arrange for client to access counselling help through their OSHC
4. If appropriate, assist client in making appointment with a GP to arrange possible referral to specialist
5. Counsel the client on the options available regarding possible changes to their enrolment status
6. Liaison with Placement Officer, Ops Mgr/Head of School, Trainer/Educator, Admin staff on behalf of student as required

7. Follow up client on a regular basis
8. Record all events and conversations on VETtrak, save any documents to client's folder in the IPU drive, reference from VETtrak

**Client advises s/he has sexual problems**

1. Assess the client's immediate physical and emotional welfare, and make judgment to take action as required
2. Enact the Serious Medical Emergency procedure if appropriate
3. If appropriate, arrange for client to access counselling help through their OSHC
4. If appropriate, assist client in making appointment with a GP to arrange possible referral to specialist
5. Follow up client on a regular basis
6. Record all events and conversations on VETtrak, save any documents to client's folder in the IPU drive, reference from VETtrak