



CRITICAL INCIDENT POLICY

1. Introduction

Gold Educational Tours is committed to providing international students with safe, supportive, and enriching homestay experiences. This document outlines the definition and procedures for Gold Educational Tours community staff, contractors, associates, education providers, and homestay hosts to follow in the event of a critical incident involving a visiting international student.

This policy ensures compliance with Western Australian child protection laws, the Education Services for Overseas Students Act 2000 (ESOS Act), and the National Code of Practice for Providers of Education and Training to Overseas Students.

This policy aims to:

- Minimise the likelihood of emergencies and critical incidents
- Reduce the impact on international students, staff, and Hosts
- Facilitate a swift return to normal operations

Effective management of emergencies and critical incidents involves:

- Prevention and mitigation
- Preparedness
- Response
- Recovery
- Review and evaluation

Gold Educational Tours assumes responsibility for managing emergencies and critical incidents. Our goal is to minimise trauma and distress for international students and hosts, limit property damage, and ensure all relevant stakeholders are informed and involved in incident management.

1. Definitions

Emergency: A serious, unexpected, and potentially dangerous situation requiring immediate action. While disruptive and requiring intervention, it does not classify as a "Critical Incident."

Examples of emergencies include:

- Threats to property
- Potential harm to individuals
- Flight risk (for minors)
- Theft accusations
- Depression or anxiety cases

Critical Incident: An event causing strong emotional reactions that overwhelm usual coping skills. It involves trauma beyond everyday experiences, affecting international students, staff, Hosts, and families.

Examples of critical incidents include:

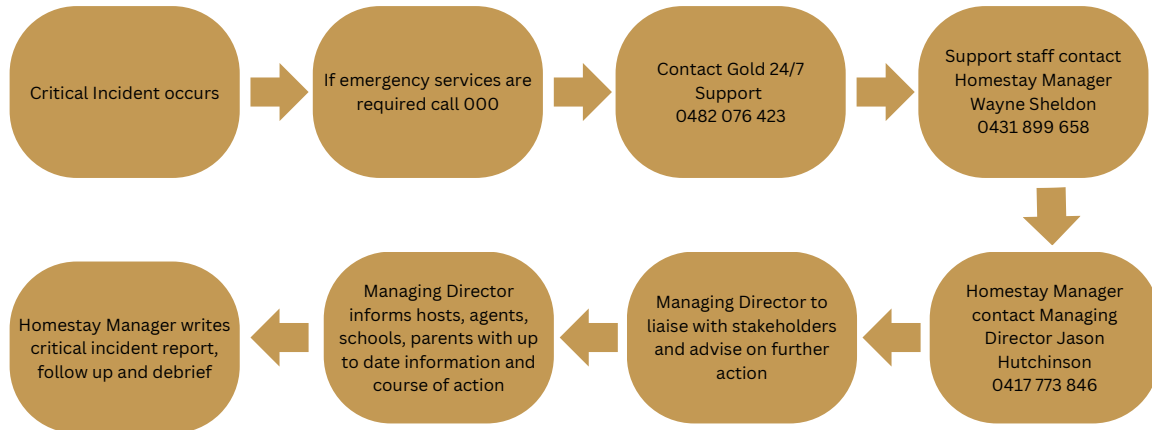
- Death of an international student or close family member
- Life-threatening injury or illness
- Physical violence
- Serious emotional or psychological harm
- Mental health crises



CRITICAL INCIDENT POLICY

2. Notification

The Critical Incident Procedure below must be engaged in the event of a Critical Incident. The checklist provided is a guide as sections may or may not be applicable depending on the nature of the Critical Incident.



Critical Incident Checklist

CRITICAL INCIDENT CHECKLIST		
DETAILS	BY WHO	DATE
Emergency services contacted if required		
Confirmation of student identity		
Student's agent/teacher is notified		
Student's next of kin is notified		
Host informed		
Hosting School informed		
Appointments with applicable medical/professionals booked where required		
Transportation for appointments arranged		
All documentation from Medical/Police services are collected		
All details of incident are recorded by GOLD staff		
Assess the need for ongoing counselling and support		
Conduct debriefing session		
Staff evaluation		
Complete all records		



CRITICAL INCIDENT POLICY

3. Accountability and Communication

While we serve as a vital communication conduit, the ultimate course of action for each incident is determined by the nature and severity of the situation, in conjunction with the education provider's policies.

Our approach to accountability and communication includes:

- **Incident Assessment:** Upon notification of a critical incident, Gold Educational Tours will promptly assess the situation and categorise its severity.
- **Stakeholder Identification:** We will immediately identify all relevant stakeholders, including but not limited to the international student, homestay host, education provider, and any applicable authorities.
- **Communication Protocol:** A dedicated communication officer will be assigned to each incident to ensure consistent and timely information flow.
- **Regular Updates:** We commit to providing regular updates to all stakeholders throughout the incident's duration. The frequency of these updates will be determined by the incident's nature and urgency.
- **Escalation Procedures:** Clear escalation procedures will be in place to involve higher-level management or external authorities when necessary.
- **Documentation:** All communications, decisions, and actions will be meticulously documented to ensure transparency and facilitate post-incident review.
- **Resolution Tracking:** Gold Educational Tours will actively track the progress of each incident, ensuring that all necessary steps are taken towards resolution.
- **Feedback Loop:** We will maintain open channels for stakeholders to provide feedback or ask questions throughout the process.

4. Evaluation

Evaluations after critical incidents are crucial for identifying areas of improvement, refining response protocols, and enhancing overall preparedness to better safeguard international students and stakeholders in future situations.

Our approach to evaluation includes:

- **Conduct a debriefing session** for all individuals directly involved in the incident. This allows participants to express their emotions about the event and ensures that any ongoing needs are identified and addressed.
- **Evaluate policies, procedures, and their implementation.** Discuss and implement potential improvements for managing future critical incidents.



CRITICAL INCIDENT POLICY

5. Documentation

Gold staff should maintain comprehensive records throughout the response period, including:

- Detailed incident reports
- Copies of all relevant emails and letters
- Records of significant interactions
- Contact details of key individuals involved in the process

This form should be completed by the relevant staff member following notification of a critical incident.

CRITICAL INCIDENT REPORT			
Date		Time incident reported	
Person completing this form			
Student's Name			
Student's agent's name			
Student's agent contact			
Host			
Host contact details			
Hosting school			
Hosting school's contact			
INCIDENT DETAILS:			
Outline clearly what happened, where, who was involved and the current situation:			
HOSPITAL/POLICE INFORMATION			
Name of contact		Role	
Location name (Hospital/Police Station)			
Location address			
Location number			
Location email			
Case reference number			
Notes			