



INTERNATIONAL STUDENT PROGRAM CRITICAL INCIDENT POLICY

File location: U:\Policies &
Procedures\Approved Policies

Authorised by: **Principal**

Consultation: **School Community**

Approved by School Council: **17.09.25**

Date Created: 07/03/19

Last Updated 27.08.25

Review Date: 2026

Page Number: 1 of 1



Help for non-English speakers

If you need help to understand the information in this policy, please contact Horsham College, 5381 7100 or email horsham.co@education.vic.gov.au.

Context:

As per the National Code, a critical incident is a 'traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury' to an international student. Some potential events that might be considered a critical incident or might adversely impact international students are:

1. Missing students
2. Severe verbal or psychological aggression
3. Death, serious injury or any threat of these
4. Natural disaster
5. Issues such as domestic violence, physical, sexual or other abuse
6. Severe anxiety, physical or psychological harm
7. Other non-life threatening events that impact international students

General Principle

For any critical incident involving an international student, the ISP Critical Incident Checklist should be followed and completed. This will ensure that all the appropriate steps have been followed and that the safety and well-being of the student is maintained.

Guidelines

1. Student/s immediate safety confirmed
2. Incident reported to Emergency Services (if needed)
3. Incident reported to Principal Class Officer
4. Incident reported to Security and Emergency Management Division
5. Parents notified of incident – with use of interpreter if required
(NB: Any Police direction not to immediately notify parents must be adhered to)
6. Homestay host notified of incident (if relevant)
7. International Education Division (IED) notified of incident
8. Student provided appropriate support, including counselling, if required
9. Log kept of communication & actions taken
10. Follow up actions noted and diarised
11. School Critical Incident Summary & Checklist completed, checklist placed in student file and a copy sent to IED