

ICHM Emergency Response Plan

If a student of ICHM is involved in a traumatic situation, such as

- serious accidental injury or illness requiring emergency hospitalization,
- being a victim of assault or a serious crime,
- trauma, as a result of being involved in, or witnessing, a traumatic event
- being arrested or detained under investigation of a criminal offence
- fire or destruction at RIH causing severe property damage, trauma or injury
- unexplained disappearance or
- death

the following actions are to be implemented immediately, regardless of the hour, day or night

- 1) Notify the officer on duty at RIH on extension **4000**
(or from outside on **8348 4000**)
- 2) Notify the Student Welfare Manager on extension **4497**
(or at home on **8234 1396**)
- 3) Notify the Principal on extension **4280**
(or at home on **8339 2767**, mobile **0421 057 844** or by fax on **8339 4226**)

ALL MEDIA INQUIRIES MUST BE RE-DIRECTED, THROUGH THE PRINCIPAL, TO THE CHIEF EXECUTIVE AND THE CHAIR OF THE COLLEGE COUNCIL WHO ARE THE ONLY PEOPLE AUTHORIZED TO SPEAK TO THE PRESS.

The **Student Welfare Manager** will

- 1) liaise with the student and the relevant authorities to obtain accurate and complete information
- 2) communicate with the Manager, RIH and the Principal to ensure all are kept completely up to date on the facts
- 3) provide support, as required, to the student and to friends and family, calling upon additional professional support as may be required after consulting with the Principal or Chief Executive:
 - legal assistance
 - social / welfare counseling
 - translation assistance
 - medical aid and on-going care
 - grief counseling.
- 4) determine, if possible, whether or not the student wishes parents to be advised

- 5) notify relevant insurer, if appropriate, and follow through on necessary reports and claims
- 6) notify immigration, if required
- 7) maintain a written diary of developments and actions taken if the matter extends beyond 24 hours
- 8) Prepare a report to the Principal on the matter when finalized.

The **Principal** will

- 1) Liaise with the Student Welfare Manager to ensure information is current and accurate and that all possible support is being provided
- 2) Call the parents unless specifically requested not to by the student if he/she is capable of making that decision
 - establish regular communication
 - assist with travel and accommodation arrangements
- 3) In the case of an unexplained disappearance, notify the Police immediately if foul play is suspected or within 48 hours after consulting with friends, staff and family
- 4) Advise the President of the SRC
- 5) Advise the Vice Principal and coordinate other administration staff as are required to assist
- 6) Advise other students and friends on campus. Inform them to advise their parents so they do not hear it from the press.
- 7) In the event of death or in matters that might attract significant media attention, notify the local Consulate or Embassy in Canberra
- 8) Advise the Regency Institute Director and Executive Manager
- 9) Consult with the Chief Executive to discuss:
 - a. dealing with the media and what support might be required
 - responding to queries
 - drafting media releases
 - conducting press briefings
 - b. additional support for the student that may be required
 - c. dealing with family
 - d. advising the College Council
 - e. seeking legal advice

The **Manager, RIH**, or the officer on duty will

- 1) liaise with the Student Welfare Manager to ensure effective communication
- 2) assist with any investigation or search of the student's effects if requested by the Principal or Police
- 3) if the incident occurred in RIH, prepare a comprehensive incident report