

EQI incident management

Implementation Date: 29/01/2019
Version: 1.0

Audience

Education Queensland International (EQI), EQI students, EQI school staff, EQI homestay providers and study tour chaperones.

Purpose

To outline the process for managing incidents involving an EQI student where the incident occurs outside school hours and where the activity is not organised by the school.

Overview

This procedure complements the following Department of Education (DoE) policies and procedures:

- [Health, safety and wellbeing incident procedure](#), which outlines the management of work-related HSW incidents to ensure compliance with workplace health and safety legislation;
- [Student protection procedure and guidelines](#) (DoE employees only) which outlines the responsibilities and processes for employees when dealing with student protection concerns and responding when it is suspected that a student has been harmed or is at risk of harm; and
- [School alerts procedure](#) which provides the steps for state schools to notify senior executives about critical incidents that may seriously affect the health and safety of school staff, students and/or the school community and/or draw adverse media attention. EQI will be informed by State Schools – Operations where a “school incident alert notification” indicates that an international student is involved in a critical incident at school.

This procedure supports 1800 QSTUDY (+61 1800 778 839), a student hotline for all international students across Queensland. The service supports EQI students, EQI agents, parents, EQI homestay providers and study tour chaperones with 24/7 phone support and general enquires regarding study in Queensland.

Responsibilities

All

- in the event of an incident or unsafe situation, do what is reasonably practicable to respond/provide first aid assistance and protect the safety of yourself and others

- escalate the incident in a timely manner to ensure an appropriate response to the incident can be undertaken
- actively participate in any investigation and subsequent implementation, monitoring and evaluation of actions from investigation recommendations.

1800 QSTUDY service

- triage calls received through 1800 QSTUDY using approved scripts, including escalating to EQI first responders when an EQI student's welfare may be at risk
- undertake responsibilities outlined in the service level agreement.

EQI first responder (EQI staff)

- respond to incidents and ensure effective communication with all persons involved
- manage the incident, including respond, escalate, classify and report
- ensure the safety and wellbeing of all persons involved in an incident, including taking action to prevent further injuries or incidents
- maintain accurate and up to date records.

Cluster support officer

- respond to incidents as directed by EQI first responders.

School principal (or delegate)

- respond to the incident, including to report, follow-up with the student and staff, and undertake corrective actions
- provide appropriate information, instruction, supervision and training to school staff to enable the implementation of this procedure.

Corporate office staff (EQI staff)

- support the EQI first responder to manage the incident
- maintain EQI's incident register (Ref: 14/293455)
- manage the 1800Qstudy@qed.qld.gov.au mailbox
- provide appropriate information and training to EQI first responders and cluster support officers to enable the implementation of this procedure
- conduct quarterly incident trend analysis and where relevant, identify, implement, monitor and review corrective actions.

School staff

- provide EQI students and homestay providers with information during orientation on how to respond to an incident and ensure they remain clear on how to respond to incidents for the duration of the student's enrolment and stay
- maintain accurate and up to date records.

Homestay provider

- contact 1800 QSTUDY to notify of incidents involving homestay students that occur either outside of school hours or during non-school organised activities
- adhere to the [Terms and conditions for homestay providers](#) by notifying EQI if a student suffers harm, illness or injury.

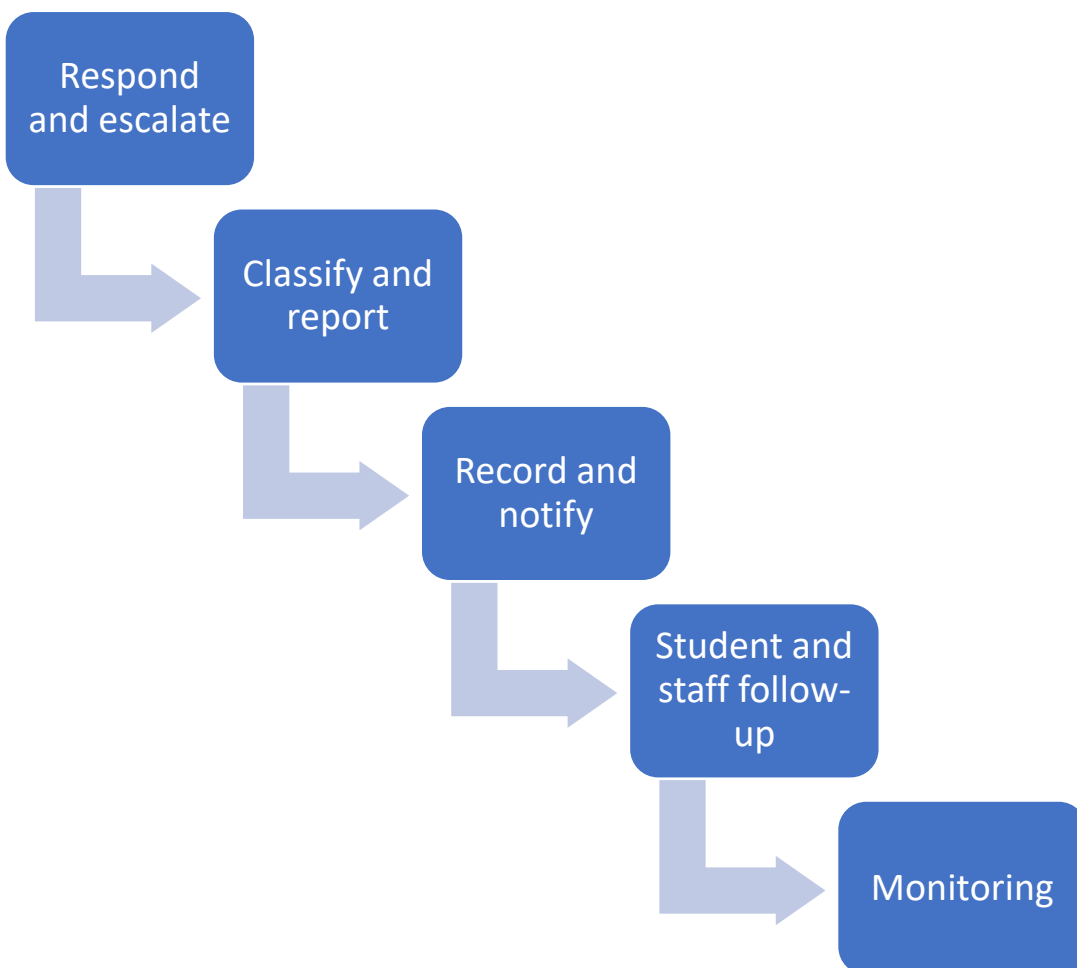
Study tour chaperone

- notify EQI staff and/or school staff of incidents that occur outside of school hours.

Department of Education International State Schools Committee (DISSC) members

- oversee incidents at quarterly meetings and keep relevant stakeholders informed of analysis and decisions.

Process (including flowchart)



Note - Many of the requirements identified in this process may occur concurrently.

1. Respond and escalate

First person aware of incident

- take immediate steps to make person safe to minimise risk of further injury or damage, if applicable
- call triple zero (000), or 112 from a mobile, in life threatening or emergency situations
 - follow instructions from emergency services personnel
- call 1800 QSTUDY
 - provide details of the incident, including the name of the EQI student, contact phone number, and person/s involved
 - respond to questions from the 1800 QSTUDY service.

1800 QSTUDY service

- apply the decision tool (Attachment 1) to classify the incident level and decide whether to escalate or not to escalate to the EQI First Responder:
 - where it is decided to escalate the incident to the EQI first responder, call number/s provided by EQI
 - where it is decided not to escalate the incident to the EQI first responder, email 1800Qstudy@qed.qld.gov.au if the caller asks for the school to be notified or when the school is required to respond to a query.

EQI first responder

- receive the notification of an incident from the 1800 QSTUDY service and request the following information:
 - date and time of incident
 - name of student/s
 - for a study tour student, the group name, host school name and the EQI student's nationality
 - details of the incident
- while responding classify the level of the incident using the decision tool (Attachment 1)
 - Level 1 (Extreme) – welfare at risk
 - Level 2 (High and Medium) – welfare possibly at risk
 - Level 3 (Low) – welfare not at immediate risk
- coordinate the response to the incident by liaising with the EQI student, EQI homestay provider and study tour chaperone regarding the incident, and provide assistance if required, for example:
 - assist in accessing interpreters
 - provide access to welfare-related support services
 - liaise with hospitals or medical staff and ensure the student's parents are contacted to provide consent for medical intervention
- escalate Level 1 (Extreme) incidents by calling the school principal and the Director DEi immediately on becoming aware of the incident details

- escalate with relevant organisations and stakeholders regarding the incident, if required, for example:
 - police or emergency services
 - the EQI student's agent
 - Overseas Student Health Cover (OSHC) provider
- notify the student's parent or emergency contact and provide access to interpreters if required.

Cluster support officer

- follow instructions from the EQI first responder to resolve incident
- where an EQI student is to be removed from homestay, the cluster support officer must identify an emergency homestay provider and initiate placement as per the [EQI initial placement of student with homestay provider procedure](#)
- inform the EQI first responder of actions taken, maintain communication with the EQI first responder and advise when arrived safe at home after site visit.

Director, Department of Education International (DEi)

- support the EQI first responder to manage the incident, including providing assistance with actions to be undertaken, and liaising with relevant organisations and stakeholders regarding the incident, if required, for example:
 - police or emergency services
 - school principal
 - other state government departments
 - consulate
 - Commonwealth Government department responsible for immigration.

2. Classify and report

After responding, the incident may be reclassified if new information emerges or if the incident is resolved.

EQI first responder

- apply the Attachment 1 Decision tool to classify the incident:
 - Level 1 (Extreme) – welfare at risk
 - Level 2 (High and Medium) – welfare possibly at risk
 - Level 3 (Low) – welfare not at immediate risk
- once classified, report as per Attachment 2 Action Summary Table:
 - Level 1 (Extreme) – call school principal and Director DEi immediately on becoming aware of the incident
 - Level 2 (High and Medium) – call parent/agent/homestay provider/study tour chaperone to advise of incident and SMS Director DEi and school principal to report the incident
 - Level 3 (Low) – no reporting required.

School principal

- report the incident to line manager as per Attachment 2 Action Summary Table
- follow the [School alerts procedure](#) to advise DoE senior executives of the incident
- for student protection matters, if the matter reaches the threshold for reporting as outlined in the [Student protection procedure](#), submit a student protection report via OneSchool as soon as practicable
 - refer to the student protection guidelines for recording matters that do not meet the threshold for a student protection report
 - where the school principal or principal delegate is unavailable (e.g. school holidays), the Director, DEi submits a student protection report via the [Department of Communities, Disability Services and Seniors website](#).

Director, DEi

- report incident to the Executive Director DEi as per Attachment 2 Action Summary Table.

Executive Director, DEi

- report incident to the Assistant Director-General, State Schools – Rural, Remote and International.

Assistant Director-General, State Schools – Rural, Remote and International

- report incident to the Deputy Director-General, State Schools.

Deputy Director-General, State Schools

- report incident to the Director-General, DoE.

3. Record and notify

EQI first responder

- maintain accurate records of the incident and actions taken, including completing a Record of Contact in OneSchool as soon as practicable and ensuring all school staff managing the EQI student are included in referrals to ensure they are notified of the Record of Contact
- for study tour students who do not have a student profile record in OneSchool, complete an [offline record of contact](#) and email it to the Study Tours unit
- email the manager of the region (i.e. International Student Programs Operations at the Gold Coast, Sunshine Coast, Cairns, Brisbane) or DEi business unit, as soon as practicable to notify of the incident and action taken
- enter level 1 and 2 incidents into the EQI Incident register on the next business day (Ref: 14/293455)
- ensure all records created do not include sensitive information
- email the EQI school for level 3 incidents
- debrief with school staff and relevant business unit on the next business day.

School staff

- review the record of contact after receiving the OneSchool notification and contact the EQI first responder and/or cluster support officer for further information

- discuss the incident with the school principal.

School principal

- review the entry in OneSchool and identify if the incident needs to be investigated. The minimum level of post incident investigation is as follows:
 - Level 1 (Extreme) – Welfare at risk – School principal to commence a detailed investigation as soon as practicable on becoming aware of the incident, and follow the [Student protection procedure and guidelines \(DoE employees only\) for student protection matters](#)
 - Level 2 (High and Medium) – Welfare possibly at risk – School principal to commence a standard investigation or quick assessment as soon as practicable
 - Level 3 (Low) – Welfare not at immediate risk – investigation not required.
- undertake investigation (either detailed or standard investigation or quick assessment)
- prepare and implement suitable corrective actions to reduce the risk of the incident re-occurring and inform school staff, homestay providers, students and parents about these corrective actions
- update the Director, DEi and corporate office staff with outcomes of the corrective actions implemented.

Director, DEi

- ensure all corrective action is taken and relevant policies, procedures and documents are reviewed and amended, where required.

4. Student and staff follow-up

School staff

- liaise with the EQI student, parent, EQI homestay provider and study tour chaperone regarding the incident
- follow up on issues raised and ensure appropriate intervention is provided, including an opportunity for student to access welfare-related support services
- provide opportunity for the homestay provider to access welfare-related support services by referring homestay providers to the department's [Employee Assistance Program](#) (EAP) provider
- where the student is at risk of not meeting attendance or course progress requirements due to the incident, refer student to [Student initiated deferral and suspension of enrolment procedure](#) or consider if circumstances warrant consideration of an [EQI initiated suspension or cancellation of enrolment](#).

School principal

- liaise with school staff regarding the incident and follow up on issues raised and ensure appropriate intervention is provided, including an opportunity for staff to access department's EAP or Headspace's Principals Coaching and Support Service (PCSS)
- support the ongoing welfare and wellbeing of the student.

Director, DEi

- liaise with staff, including staff rostered as EQI first responders and cluster support officers regarding the incident

- follow up on issues raised by staff and ensure appropriate intervention is provided, including an opportunity for staff to access department's EAP.

5. Monitoring

Director, DEi

- carry out quarterly analysis of incidents involving EQI students and/or homestay providers to identify incident trends and use this information to identify, prioritise and manage risks
- prepare a quarterly incident report and submit it to the DISSC for review and to inform strategic planning to manage risks to overseas students and homestay providers.

DISSC members

- review the quarterly incident report, agree on prevention strategies to be implemented and communicate incident analysis findings to relevant school-based staff and corporate office staff involved in delivery of DEi programs
- report findings to principals for action.

Definitions

Term	Definition
1800 QSTUDY (+61 1800 778 839)	A student hotline for managing incidents involving students across Queensland.
Agent	Education agent registered with EQI.
Cluster support officer	DoE Homestay and International Student Coordinators and Accredited Officers rostered on call to respond to incidents, including site visits.
Corporate office staff	DoE staff that report through DEi, including: DEi Directors, Managers, and other EQI staff.
Corrective action	An action taken to control the risk and reduce the likelihood of injury following an incident occurring or a hazard present.
Detailed investigation	A strategy based on Incident Cause Analyse Method (ICAM) methodology used to undertake a highly detailed investigation of complex and serious health and safety incidents. Detailed investigations are aimed at performance improvement measures.
Department of Education International Schools Steering Committee (DISSC)	DISSC membership includes: <ul style="list-style-type: none"> • Executive Director, DEi • Director International Student Programs, DEi • Director International Business, Sales and Marketing, DEi

	<ul style="list-style-type: none"> • Director Business Improvement, DEi • Alliance chairs/Cluster representatives.
EQI	Education Queensland International.
EQI first responder	DEi staff rostered on call to respond to incidents and record (OneSchool) incidents.
EQI schools	Queensland state schools accredited by EQI to deliver international student programs and study tours, or for DEi programs, Queensland schools hosting international students or study tours as part of a DEi program (international study tour or student exchange).
EQI staff	DoE employees working in DEi, trading as EQI.
EQI student	Overseas student enrolled in an EQI course or a student participating in a study tour or DEi program (international study tour or student exchange).
Homestay provider	Homestay provider approved by EQI school to host overseas students in their home, or, for DEi programs, host family for international study tour or student exchange program.
Incident	<p>An unplanned event which results in harm to people, damage to property or loss to a process</p> <p>Any serious injury or illness suffered by a student or any serious threat to a student's health, safety or wellbeing, which occurs within or outside Australia.</p> <p>An incident includes a critical incident as defined by the National Code of Practice for Providers of Education and Training to Overseas Students 2018 as 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'.</p>
Incident register	A database used to record Level 1 (RED) and Level 2 (AMBER) incidents.
Investigation	The process of systematically gathering and analysing information about an incident. This is done for the purposes of identifying causes and making recommendations to prevent the incident from happening again.
Outside school hours	Generally before 9.00am and after 3.00pm on school days.
Overseas student	Student in Australia on visa subclass 500 (schools sector) or for DEi programs, student in Australia on visa subclass 600 (visitor).
Principal Executive Officer (PEO)	Person with executive responsibility for the operation of the provider (EQI), as defined in the Education Services for Overseas Students Act 2000 (Cwlth) .
Quick assessment	<p>A concise assessment of the facts of a health and safety incident. A quick assessment is undertaken to quickly:</p> <ul style="list-style-type: none"> • establish key facts • draw conclusions about what caused the incident • make recommendations about corrective actions and

	<ul style="list-style-type: none"> identify the need for a more detailed level of investigation, if required <p>From these facts, the quick assessment should produce a verified description of the incident, including what happened, where, how and why it happened, as well as make some recommendations for corrective and/or preventative actions.</p>
Reasonably practicable	<p>The things that could be done at a particular time to ensure health and safety measures were in place. Deciding what is 'reasonably practicable' to protect people from harm requires taking into account and weighing up all relevant matters, including:</p> <ul style="list-style-type: none"> the likelihood of the hazard or risk concerned occurring the degree of harm that might result from the hazard or risk knowledge about the hazard or risk, and ways of eliminating or minimising the risk the availability and suitability of ways to eliminate or minimise the risk, and after assessing the extent of the risk and the available ways of eliminating or minimising the risk, the cost associated with available ways of eliminating or minimising the risk, including whether the cost is grossly disproportionate to the risk.
School staff	Employees of EQI schools, for example – International student coordinator, Homestay coordinator, Head of department, Deputy principal.
School principal Delegate	School staff who can act on the principal's behalf, and who have been given appropriate OneSchool access.
Standard investigation	<p>A process that involves the collection of information relating to one or all of the following areas with regard to an incident:</p> <ul style="list-style-type: none"> procedures and processes (management systems) environment equipment (plant, machinery and tools) people. <p>These elements guide the investigator to identify the conditions, actions or deficiencies in each of these areas that may have been contributing factors to the incident.</p>
Study tour chaperone	Bilingual tour escort who is an accompanying adult or teacher that supervises and travels with the study tour group.
Welfare-related support services	Services which address mental, physical, social and spiritual wellbeing. These services may include information/advice about, for example: counselling; financial matters; legal issues; medical issues; mental health; peer mentoring; programs promoting social interaction; religious and spiritual matters; and stress management.

Legislation

- [Education Services for Overseas Students Act 2000 \(Cwlth\)](#)

- [National Code of Practice for Providers of Education and Training to Overseas Students 2018 – Factsheets](#)

Delegations/Authorisations

- Nil

Related policies

- [Accommodation and welfare](#)
- [Student initiated suspension, deferral, cancellation](#)
- [EQI initiated suspension and cancellation](#)
- [Behaviour management](#)

Related procedures

- [Accommodation and welfare](#)
- [Supporting students' mental health and wellbeing](#)
- [Disaster and Emergency Management](#)
- [Health, safety and wellbeing incident management](#)
- [Information asset and recordkeeping](#)
- [Managing first aid in the workplace](#)
- [Student protection](#)
- [Allegations Against Employees in the Area of Student Protection](#)
- [Management of students with specialised health needs](#)
- [Student arrival and orientation](#)
- [Student initiated deferral and suspension of enrolment](#)
- [EQI initiated suspension and cancellation](#)
- [EQI Travel and activities](#)
- [School alerts](#)
- [Behaviour management](#)
- [Enterprise risk management](#)

Guidelines

- [Student protection guidelines \(DoE employees only\)](#)

Supporting information/websites

- [DoE International Risk Management Strategy for Homestays and Short Term Cultural Exchanges](#)
- [Standard terms and conditions](#)

- [EQI First Responder Handbook \(DoE employees only\)](#)
- [Cluster Support Handbook \(DoE employees only\)](#)
- [Supporting student health and wellbeing policy statement](#)

Contact

International Student Programs, DEi: EQInternational@qed.qld.gov.au

Review date

01/01/2020

Superseded versions

EQI Critical incident procedure V1.0



Attachment 1 – Decision Tool

The following DEi risk matrix is used to understand our appetite for risk and to classify the incident level (low, medium, high and extreme). The matrix is aligned to the department’s enterprise risk management framework:

		Consequence				
		Insignificant	Minor	Moderate	Major	Critical
Likelihood	Almost certain	Medium	Medium	High	Extreme	Extreme
	Likely	Low	Medium	High	High	Extreme
	Possible	Low	Medium	Medium	High	High
	Unlikely	Low	Low	Medium	Medium	High
	Rare	Low	Low	Low	Low	Medium

— Appetite to escalate from EQI First Responder to School Principal/ Director, DEi

..... Appetite for triage from 1800 QSTUDY to EQI First Responder

The following DEi risk consequence and likelihood categories are used to evaluate the residual risks (incidents) in the above risk matrix:

Categories	Insignificant	Minor	Moderate	Major	Critical
Child/Student Safety	Insignificant impact on the physical, psychological or emotional wellbeing of a child/student	Minor impact on the physical, psychological or emotional wellbeing of a child/student	Moderate impact on the physical, psychological or emotional wellbeing of a child/student	Major impact on the physical, psychological or emotional wellbeing of a child/student	Loss of life, permanent physical, psychological, or emotional injury or multiple serious injuries
Health and Safety	No medical treatment required	Minor injury requiring first aid treatment (e.g. minor cuts, bruises, bumps)	Injury requiring medical treatment	Serious injury (injuries) requiring specialist medical treatment or hospitalisation	Loss of life, permanent disability or injury or multiple serious injuries

Categories	Insignificant	Minor	Moderate	Major	Critical
Misconduct and student behaviour	Misbehaviour is inappropriate and needs addressing in the near future	Minor misbehavior incident that requires a follow up from the school, but can wait until the next school day	Refusing to follow homestay provider rules and/or failing to communicate with homestay provider's instructions	Student refusal to be compliant with homestay provider's instructions. Uncontactable and/or past curfew. Misconduct (e.g. intoxication, fighting)	Criminal activity involving arrest and/or police. Gross student misconduct. Uncontactable and/or 2 hours past curfew and/or after multiple attempts to contact
Reputation	Some attention from minor stakeholders with little to no publicity, able to be resolved by routine management processes without impact to DEi's reputation	Limited damage to the department's reputation; minor negative local publicity or dissatisfaction with DEi by local stakeholder groups	Some negative publicity or short-term damage to DEi's reputation at a state-wide level resulting in internal inquiry, potential for serious questions in parliament or disruption to some core services or loss of public confidence in DEi	Negative publicity or damage to DEi's reputation at a national or state level resulting in ministerial inquiry, Director-General involvement, possible review of the administration of government, disruption to major DEi services or loss of public confidence in DEi	Significant and sustained negative publicity or damage to DEi's reputation at a global, national or state level; resulting in government/ ministerial censure, senior staff resignations/ removals, parliamentary inquiry or significant long-term damage to public confidence in DEi

Likelihood of student harm and/or damage to DEi	
Almost Certain	Is almost certain to occur and/or has occurred
Likely	Is likely to occur
Possible	May occur
Unlikely	Is not likely to occur
Rare	Will only occur in exceptional circumstances.

Attachment 2 – Action Summary Table

The following Action Summary Table is used to understand when and how to report, escalate and record an incident once classified:

		Current risk level	Respond, escalate, report incident	Escalate incident information (further reporting)	Record	Incident follow up/investigation
Incident Level	Level 1 – Extreme incidents	Level 1 – Extreme incidents are defined as welfare at risk	1800 QSTUDY <ul style="list-style-type: none"> • Phone call to EQI first responder • Phone call to school principal and Director DEi immediately on becoming aware to advise details • Access the suitability of a site visit and monitor Cluster Support Officer 	Principal <ul style="list-style-type: none"> • Phone call to line manager immediately on becoming aware to advise details Director DEi <ul style="list-style-type: none"> • Phone call to ED DEi ED DEi/PEO: <ul style="list-style-type: none"> • Advise ADG SSRI ADG SSRI	EQI first responder <ul style="list-style-type: none"> • Record in OneSchool as record of contact or • offline record of contact for study tour students only • Record in EQI incident register next working day 	Detailed investigation <ul style="list-style-type: none"> • School principal to commence as soon as practicable on becoming aware of the incident.
		Student protection matters	1800 QSTUDY <ul style="list-style-type: none"> • Phone call to EQI first responder • Phone call to school principal and Director DEi immediately on becoming aware to advise details School principal <ul style="list-style-type: none"> • If matter reaches the threshold for reporting (outlined in the Student protection procedure) submit a student protection report via OneSchool 	<ul style="list-style-type: none"> • Advise Deputy Director-General State Schools (DDG SS) DDG SS: <ul style="list-style-type: none"> • Advise Director-General 	EQI first responder <ul style="list-style-type: none"> • Record in OneSchool as record of contact (do not include sensitive information) or • offline record of contact for study tour students only (do not include sensitive information) School principal <ul style="list-style-type: none"> • Submit a Student protection report if required. Refer to the student protection guidelines for recording matters that do not meet the threshold for a student protection report Director DEi <ul style="list-style-type: none"> • Where school principal unavailable, submit student protection report via Department of Communities, Disability Services and Senior website 	As per Student protection procedure and guidelines .
	Level 2 - Medium and High incidents	Medium and High incidents is defined as 'welfare possibly at risk'.	1800 QSTUDY <ul style="list-style-type: none"> • Phone call to EQI first responder • Phone calls to parent/agent/homestay provider/study tour chaperone to advise details • Assess the suitability of a site visit and monitor Cluster Support Officer • SMS to Director DEi and school principal if required 	As required or when incidents escalates or remains unresolved after applied intervention	EQI first responder <ul style="list-style-type: none"> • OneSchool record of contact or • Offline record of contact for study tour students only • Record in EQI incident register next working day School staff <ul style="list-style-type: none"> • OneSchool record of contact 	Standard investigation or quick assessment <ul style="list-style-type: none"> • School principal to direct school staff to commence as soon as practicable.

	Current risk level	Respond, escalate, report incident	Escalate incident information (further reporting)	Record	Incident follow up/investigation
Level 3 – Low Incidents	<p>Low incidents is defined as ‘welfare not at immediate risk’.</p>	<p>1800 QSTUDY</p> <ul style="list-style-type: none"> • Refer query to school, if required • Phone call to EQI first responder, if required 	<p>No</p>	<p>EQI first responder</p> <ul style="list-style-type: none"> • OneSchool record of contact or offline record of contact for study tour students only • Record in EQI incident register next working day <p>School staff</p> <ul style="list-style-type: none"> • OneSchool record of contact 	<p>Not required</p>