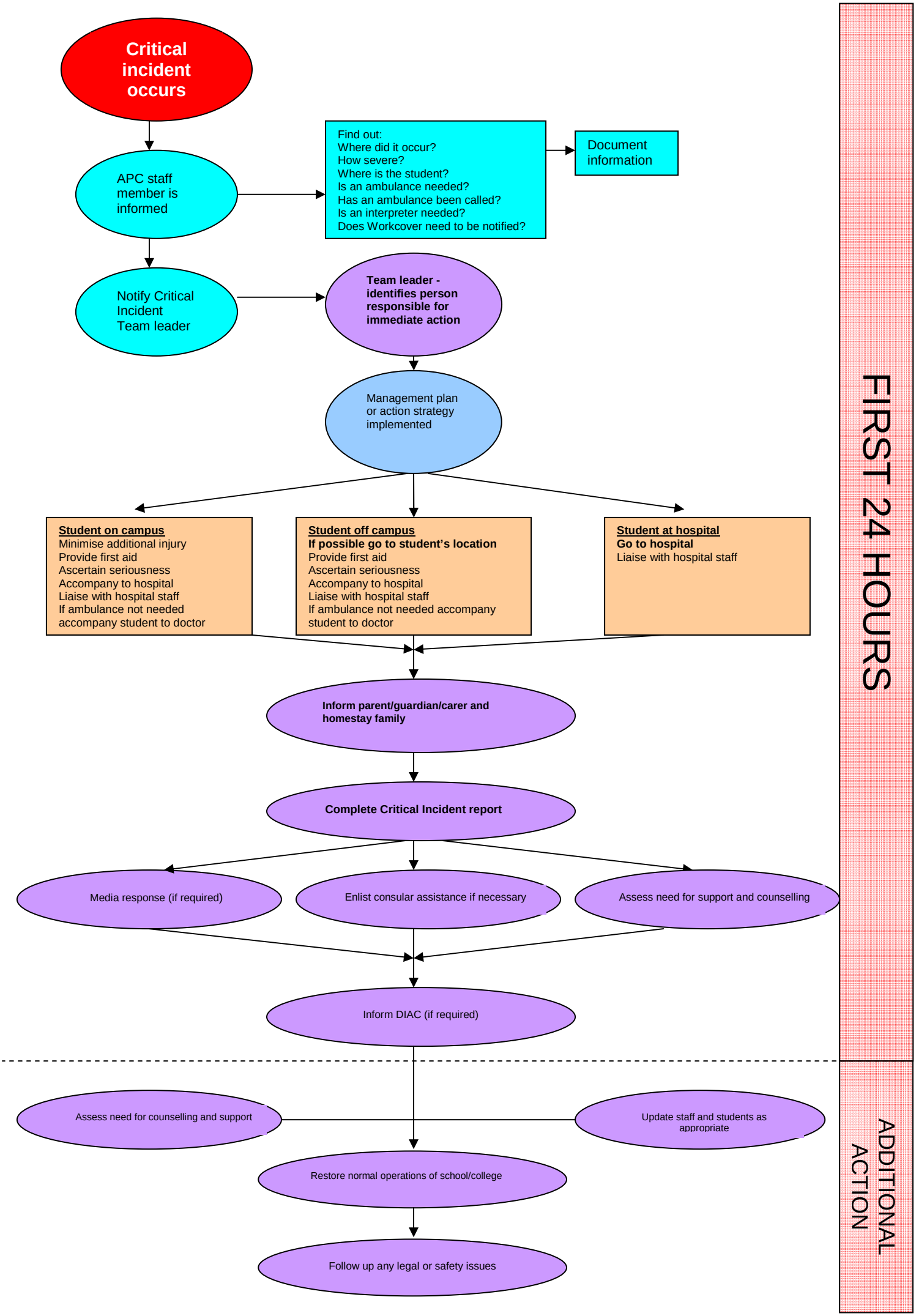
Critical incident occurs
APC staff member is informed
Find out:
Where did it occur?
How severe?
Where is the student?
Is an ambulance needed?
Has an ambulance been called?
Is an interpreter needed?
Does Workcover need to be notified?
Document information
Notify Critical Incident Team leader
Team leader - identifies person responsible for immediate action
Management plan or action strategy implemented
Student on campus
Minimise additional injury
Provide first aid
Ascertain seriousness
Accompany to hospital
Liaise with hospital staff
If ambulance not needed accompany student to doctor
Student off campus
If possible go to student's location
Provide first aid
Ascertain seriousness
Accompany to hospital
Liaise with hospital staff
If ambulance not needed accompany student to doctor
Student at hospital
Go to hospital
Liaise with hospital staff
Inform parent/guardian/carer and homestay family
Complete Critical Incident report
Media response (if required)
Enlist consular assistance if necessary
Assess need for support and counselling
Inform DIAC (if required)
FIRST 24 HOURS
Assess need for counselling and support
Update staff and students as appropriate
Restore normal operations of school/college
Follow up any legal or safety issues
ADDITIONAL ACTION