demi international
BEAUTY • MAKEUP • MASSAGE

INTERNATIONAL COLLEGE OF QUEENSLAND

Critical incident occurs

Demi/ICQ 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 Dept of Immigration for ICQ Student (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