

### 1.0 Purpose

- 1.1 The purpose of this policy and procedure is to define the requirements for, and the system used to ensure, the compliance with the principles of the National Code Standard 6.4 Critical Incident
- 1.2 This Policy relates to critical incidents directly involving students at Macquarie Grammar School Limited.
- 1.3 MGS recognises the duty of care requirements for the management of a critical incident as outlined in this policy for support mechanisms and procedures for managing a critical incident

### 2.0 Responsibilities

- 2.1 This policy is managed by the PEO/Headmaster and will ensure that MGS;
  - 2.1.1 takes all reasonable steps in order to prevent the development of post traumatic stress syndrome or harm to the learning environment;
  - 2.1.2 supports strategies to minimise the occurrence of critical incidents;
  - 2.1.3 provides appropriate support and counselling services to those affected;
  - 2.1.4 provides appropriate training and information resources for staff; and
  - 2.1.5 Implements an effective approach in responding to critical incidents as they occur.
- 2.2 The PEO/Headmaster is responsible for the training and implementation of the Critical Incident policy
- 2.3 The PEO/Headmaster is responsible for ensuring MGS complies with the 6.4 requirements to implement the critical incident policy and to ensure that all staff are aware of its application and staff implement its requirements.

### 3.0 Requirements

- 3.1 The Educational Services for Overseas Students Act 2000 (ESOS Act) requires MGS to notify AGDoE and DIBP as soon as practical after the incident and in the case of a student's death or other absence affecting the student's attendance, the incident will need to be reported via the Admissions Officer using the Provider Registration and International Student Management System (PRISMS). All aspects of the incident and its management will be recorded on the student files.
- 3.2 When an MGS Student dies or other critical events involving students occur, MGS of necessity, will take on many of the tasks which would normally be dealt with by the family of the victim were the incident to have occurred in the student's home country. MGS will have in place efficient, sensitive and supportive strategies for dealing with a critical incident and provide support to members of staff, students and others in the community who are involved.
- 3.3 The MGS critical incident policy and procedures are cognisant of information privacy laws requirements.

### 4.0 Definitions:

- 4.1 A critical incident is defined by the National Code as 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'.
  - 4.1.1 Critical incidents are not limited to, but could include:
    - missing students;
    - severe verbal or psychological aggression;
    - death, serious injury or any threat of these;
    - natural disaster;
    - issues such as domestic violence, sexual assault, drug or alcohol abuse; and
    - Non-life threatening events could still qualify as critical incidents.

## **5.0 Critical Incident Group**

- 5.1 When a critical incident occurs, the Critical Incident Key Member will call a meeting with the appropriate staff to form a Critical Incident Group.
- 5.2 The Critical Incident Group is responsible for:
  - 5.2.1 assessing risks and response actions
  - 5.2.2 liaison with emergency and other services
  - 5.2.3 contact with students' relatives and other appropriate contacts
  - 5.2.4 liaison with other external bodies, such as home stays, carers, the media or foreign embassies, and
  - 5.2.5 Counselling and managing students and staff not directly involved in the incident.

## **6.0 Action Plan**

- 6.1 The Critical Incident Group will set in motion a critical incident action plan to manage various aspects arising from the incident, including communication strategies. This will include;
  - 6.1.1 creating and disseminating a plan and its procedures
  - 6.1.2 a review of the plan, and
  - 6.1.3 staff development and training.

## **7.0 Media Management**

- 7.1 A media management process will be included in the management plan to ensure the most positive and supportive response from the media.

## **8.0 Reporting and Recording of Incident and Action Taken**

- 8.1 Members of the MGS site will disseminate information to the PEO/Headmaster and will be responsible for managing the critical incident within the Campus. The PEO/Headmaster is responsible for disseminating information to appropriate people including the Board of MGS and relevant site of incident key contacts, and responding to any special needs that might emerge.
- 8.2 The Reception area may also be required to play a role, and could be the first point of contact in the event of a critical incident for such aspects as assistances with security lockdowns (**043-PP-MGS Lockdown Policy**) of critical control points and direction of media inquiries.

## **9.0 Follow-up and Evaluation**

- 9.1 MGS staff will be made aware of the Critical Incident Policy and procedures and be given appropriate training to ensure the Duty of Care for international students is in place.
- 9.2 A review and evaluation of the response to the Critical Incident will be conducted and the procedures reviewed by the Critical Incident Group and/or other stakeholders.

## **10.0 Resources**

- 10.1 Changes to the policy and procedures, including updating resources, will be made as soon as practicable following the review and evaluation.
- 10.2 The Board and PEO/Headmaster will provide this continuous improvement feedback to the Manager of Operations for implementation in the Quality Management System

## **11.0 Critical Incident Procedures**

- 11.1 MGS Critical Incident procedures detailed below include:
  - 11.1.1 Reporting and recording

- 11.1.2 Flow chart and detailed action plan sample
- 11.1.3 Evaluation and review checklist
- 11.1.4 Staff training
- 11.1.5 Resources and local links

## **12.0 Appendices A - F**

- 12.1 Provide additional information and samples for the following:

## **13.0 When An International Student Dies or Sustains Serious Injury:**

- 13.1 MGS may be required to assist the student's family. This may include:

- 13.1.1 hiring interpreters
- 13.1.2 making arrangements for hospital/funeral/memorial service/repatriation
- 13.1.3 obtaining a death certificate
- 13.1.4 assisting with personal items and affairs including insurance issues
- 13.1.5 assisting with visa issues

- 13.2 In addition the following need to be notified;

- 13.2.1 Homestay or accommodation provider
- 13.2.2 Information Technology Services

## **14.0 On-Campus Incidents**

- 14.1 If the incident is on campus, the first action will be to contact the emergency services fire, ambulance or police – as would be the case with other WHS matters.
- 14.2 The PEO/Headmaster or Director of Welfare and Operations or the Director of Curriculum and Compliance must also be contacted immediately when the incident involves death, serious injury or a threat to life or property.

## **15.0 Off-Campus Incidents**

- 15.1 If the critical incident involves a student or staff member and is off-campus, the person receiving the information must immediately contact the PEO/Headmaster or Director of Welfare and Operations or the Director of Curriculum and Compliance who will communicate other staff as appropriate.

## **16.0 Key Details to be Reported on the Incident Report**

- 16.1 Key details to note on the Incident report include the time, location and nature of the incident (e.g. threat, accident, death or injury), names and roles of persons involved (e.g. staff, international or domestic student).
- 16.2 The staff member receiving the news contacts the PEO/Headmaster or Director of Welfare and Operations or the Director of Curriculum and Compliance.
- 16.3 The PEO/Headmaster or Director of Welfare and Operations or the Director of Curriculum and Compliance urgently deals with an emergency situation then calls a meeting with the staff involved to make decisions as to how to proceed. The staff most likely to be present will be:
  - a. The PEO/Headmaster, Director of Curriculum and Compliance and the Director of Welfare and Operations
  - b. Manager of Operations
  - c. Marketing Manager
  - d. Student Services Officer
  - e. Teaching Staff

- f. Other key stakeholders (e.g. Accommodation Officer, Student Services Personnel, Reception Staff, Security Staff, Admissions officer...)

## **17.0 Coordinating The Group**

- 17.1 At the initial meeting, the task of the group is to:
- 17.1.1 create for themselves a clear understanding of the known facts.
  - 17.1.2 plan an immediate response.
  - 17.1.3 plan ongoing strategies.
  - 17.1.4 allocate individual roles/responsibilities for ongoing tasks.

## **18.0 Immediate Response-Checklist/Action Plan**

- 18.1 Issues to be considered:
- 18.1.1 Contact with next of kin/significant others - what is the most appropriate manner of contact?
  - 18.1.2 Arrangements for informing staff and students?
  - 18.1.3 Guidelines to staff about what information to give students.
  - 18.1.4 A written bulletin to staff if the matter is complex.
  - 18.1.5 Briefing staff and delegating a staff member to deal with telephone/counter inquiries.
  - 18.1.6 Managing media/publicity.
  - 18.1.7 Identification of those students and staff members most closely involved and therefore most at risk.
  - 18.1.8 Those directly involved.
  - 18.1.9 Personal friends/family of those involved.
  - 18.1.10 Others who have experienced a similar past trauma.
  - 18.1.11 Other students, staff, supervisors etc.
  - 18.1.12 Arrange a time and place for an initial group/individual debriefing session with Counsellor/s.
  - 18.1.13 In this session, an opportunity is given to share the impact of the event, discuss various interpretations of the event in cultural/ethnic terms, the resulting sense of vulnerability, the experience of painful emotions and the normalisation of reactions.
  - 18.1.14 Organise a tasks timetable for the next hour/s, day/s etc.
  - 18.1.15 Plan ongoing feedback and regular meetings so that the team is continually in touch and working together.
  - 18.1.16 Confirm access to emergency funds if necessary.
- 18.2 **NOTE:** One member of the team will note take for all meetings to keep records of content and key actions to be taken.

## **19.0 Ongoing and follow up response Checklist/Action Plan**

- 19.1 These issues may need to be discussed at subsequent meetings.
- WHO is the DECISION MAKER?
  - WHO will FOLLOW UP?
  - Availability of mobile phones
  - Notification of and liaison with Sponsor/Agent if applicable
  - Arrangements for visits to/from Family

- Liaising with Police, Doctors, Hospital Staff
- Hiring Independent Interpreters
- Death Notices
- Funeral/Memorial Service Arrangements
- Refund of student's fees to pay repatriation or associated expenses
- Copy of Death Certificate
- Consideration of personal items and affairs (household and academic)
- Insurance Matters, OSHC Coverage, Ambulance Cover
- Formal Stress Management interventions required for students and/or staff (release from classes, leave, rescheduled assessment or exams)
- Liaising with Academic Staff
- Arrangements for further debriefing sessions for groups/individuals as required
- Communications with International agents for provision of correct information on incident
- Liaison with Department of Immigration and Border Protection if studies will be interrupted
- Fees issue to be resolved if student cannot continue with their studies
- Legal Issues: helping students get access to legal assistance if required.
- Arrangements for further debriefing sessions for groups/individuals as required
- Follow up condolence or other letters to Family
- Financial Assistance for families of affected person(s) if residing in Australia
- Organising students/staff for hospital visits

### **Critical Incident Wall Chart**

#### **Immediate Action**

Witness or incident or first contacted (Critical Incident Key Member)

- Gathers factual information
- Contacts Emergency Services - 000



#### **Duty of care is paramount therefore;**

- Ensures safety and welfare of staff and students by;
- Alerting reception for security lock down and assembly of students
- Contacts First Aid Officer
- First Aid is administered until ambulance arrives

**NB:** Once police or fire brigade arrive at the School they will determine if other resources such as State Emergency Services (SES) are required to assist.

- Critical Incident Key Member to liaise with emergency services



#### **Within 24 hours**

Director of Welfare and Operations or the Director of Curriculum and Compliance gives the PEO/Headmaster the facts of the situation who:

- Contacts key executive support staff for advice in conjunction with critical incident policy develops action response plan and
- Nominates critical incident key delegates.
- Critical Incident check lists consulted to ensure all areas are considered.



**Within 24-48 hours**

PEO/Headmaster or Director of Welfare and Operations or the Director of Curriculum and Compliance:

- Contact parents or families/friends of affected persons



**Within 2 Days**

PEO/Headmaster or Director of Welfare and Operations or the Director of Curriculum and Compliance:

- Completes Incident Report Form

**20.0 Additional Check list Action Items**

Legal	Media	Medical
Legal counsel required?	Reception and key officers briefed as to response?	Students at risk identified?
Immigration	Administration	Trauma counselling?
DIBP notified?	Removal of students from roles to ensure no letters for non attendance sent or role calls made	

***Process flows dependent on scale/severity-Longer term incident?***

PEO/Headmaster:	
<b>Convene full staff meeting of teaching and administrative staff to:</b>	
• present information	• discuss action plan
• allow staff response	• decide on how students will be informed or given additional information



***Dependent on scale/severity-Triage Required?***

<b>Student Services: Set up a recovery room in the school:</b>		
• provide fluids	• comfortable chairs	• support personnel



<b>Student Services: Inform students of:</b>
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<ul style="list-style-type: none"> <li>• facts of the incident</li> </ul>	<ul style="list-style-type: none"> <li>• school actions</li> </ul>
<ul style="list-style-type: none"> <li>• counselling services</li> </ul>	<ul style="list-style-type: none"> <li>• allow student discussion or response</li> </ul>



PEO/Headmaster or Director of Welfare and Operations or the Director of Curriculum and Compliance or Training Staff convene with first aid officers...

**Identify "at risk" students and staff**

Be aware of others who have experienced trauma

List of students involved



Faculty Heads.: **Contact parents or families of "at risk" students and staff**



Student Services Officer **Arrange debriefing for "at risk" students and staff**

Organise for referrals to professional counsellors if required



Marketing ...**Inform all parents via The MGS website**

<ul style="list-style-type: none"> <li>• The facts of the critical incident</li> </ul>	<ul style="list-style-type: none"> <li>• the school's response plans</li> </ul>
<ul style="list-style-type: none"> <li>• possible reaction of students</li> </ul>	<ul style="list-style-type: none"> <li>• sources of help for families</li> </ul>
<ul style="list-style-type: none"> <li>• encourage two-way communication between parents and the school</li> </ul>	



**Restore the school to regular routine as soon as practicable**

- All staff can help here



PEO/Headmaster or Director of Welfare and Operations or the Director of Curriculum and Compliance: **Obtain updated factual information**

- continue to inform staff, students and parents



PEO/Headmaster or Director of Welfare and Operations or the Director of Curriculum and Compliance: **Continue to monitor well-being of students and staff**

All staff to report new information to Critical Incident Group

Staff may use rapport with students to counsel or refer on to professional body... Critical Incident Group to be informed of all referrals

Recovery time for staff involved

## **21.0 Checklist for Staff Managing Critical Incidents**

- 21.1 The PEO/Headmaster, the Director of Welfare and Operations and the Director of Curriculum and Compliance: will seek information about the incident and will request that the information is not immediately made public.
- 21.2 The PEO/Headmaster or Director of Welfare and Operations or the Director of Curriculum and Compliance or nominee will urgently deal with an emergency matter then call a meeting with the following staff or their nominees as a Critical Incident Team:
  - 21.2.1 Student Services
  - 21.2.2 Manager Marketing/Communications
  - 21.2.3 Key Staff Members
  - 21.2.4 PEO/Headmaster, the Director of Welfare and Operations and the Director of Curriculum and Compliance
  - 21.2.5 Faculty Heads
- 21.3 A Case Management Team will be appointed to manage The MGS response.

## **22.0 Response Checklist**

- 22.1 As soon as possible, the Manager of Operations will liaise with relevant staff to prepare a communication plan and nominate a spokesperson.
- 22.2 The Communication Plan will include:
  - 22.2.1 response and ongoing strategies including individual roles and responsibilities
  - 22.2.2 liaison with police, doctors, hospital staff and other relevant professionals
  - 22.2.3 legal assistance if required
  - 22.2.4 follow-up letters to family
  - 22.2.5 incident report for The MGS School records
  - 22.2.6 Support for family, friends and staff
  - 22.2.7 next of kin (parents/guardian) to be contacted and support provided to family and friends
  - 22.2.8 arrangements made for visits from family and friends, e.g. accommodation, travel, crisis support and referral to appropriate services

## **23.0 Checklist For Follow Up, Review And Evaluation**

- 23.1 How well were the following actions undertaken by the Critical Incident Group? 1 = poorly; 5 = very well, most appropriately. Please add comments to clarify your choice.

Question	1	2	3	4	5
Decision maker clear					
Follow up clear					
Availability of mobile phones					
Notification of and liaison with Sponsor/Agent if applicable					
Arrangements for visits to/from Family					
Liaison with Police, Doctors, Hospital Staff					
Hiring Independent Interpreters					
Death Notices					



Funeral/Memorial Service Arrangements					
Refund of student's fees to pay repatriation or associated expenses					
Copy of Death Certificate					
Consideration of personal items and affairs (household and academic)					
Insurance Matters, OSHC Coverage, Ambulance Cover					
Formal Stress Management interventions required for students and/or staff (release from classes, leave, rescheduled assessment or exams)					
Liaison with Academic Staff					
Arrangements for further debriefing sessions for groups/individuals as required					
Liaison with Department of Immigration and Border Protection if studies will be interrupted					
Fees issue to be resolved for student unable to continue with their studies					
Legal Issues: helping students get access to legal assistance if required.					
Arrangements for further debriefing sessions for groups/individuals as required					
Follow up condolence or other letters to Family					
Financial Assistance for families of affected person(s) if residing in Australia					
Organising students/staff for hospital visits					

#### **24.0 Critical Incident Staff Training**

- 24.1 It is important for MGS to be aware of the existence of the critical incident policy and procedures as per the Duty of Care requirements
- 24.2 Student Services maintains details updated regularly to locate all relevant community resources in immediate local area:
- 24.2.1 Funeral Directors,
  - 24.2.2 Police and Medical Authorities,
  - 24.2.3 Religious Leaders,
  - 24.2.4 Ethnic Group Leaders,
  - 24.2.5 Media Representatives,
  - 24.2.6 Insurance Representatives,
  - 24.2.7 Local Embassy or
  - 24.2.8 Consular representatives.

#### **25.0 Stress management**

- 25.1 Debriefing as soon as possible after the event on an individual or group basis
- 25.2 Further debriefing - one or more days after the incident (group basis)
- 25.3 Follow up 2 - 6 weeks later - (individual or group basis)
- 25.4 Ongoing counselling as required
- 25.5 Recovery time for staff involved and the Critical Incident Team members.

#### **26.0 Emergency Contacts List(To be displayed in key areas)**

**POLICE**        000  
**AMBULANCE**    000  
**FIRE**            000

**27.0 The following details are for additional emergency services, national and/or state-based.**

<b><u>ABORTION &amp; GRIEF COUNSELLING</u></b>	<b><i>ABORTION &amp; GRIEF COUNSELLING</i></b> Telephone: 1300 363 550
<b><u>AUSTRALIAN SEARCH AND RESCUE</u></b>	<b><i>AUSTRALIAN SEARCH AND RESCUE</i></b> <i>Aviation Rescue</i> Telephone: 1800 815 257
<b><u>CHILDREN'S HELP LINE</u></b>	<b><i>CHILDREN'S HELP LINE</i></b> Telephone: 1800 55 1800 Web site: <a href="http://www.kidshelpline.com.au">www.kidshelpline.com.au</a>
<b><u>CHILD PROTECTION</u></b>	<b><i>CHILD ABUSE SERVICES</i></b> Telephone: 1800 688 009
<b><u>COUNSELLING</u></b>	<b><i>FAMILY DRUG SUPPORT</i></b> Telephone: 1300 368 186
	<b><i>CENTRE AGAINST SEXUAL ASSAULT</i></b> Telephone: 1800 806 292
	<b><i>CRISIS CARE</i></b> Telephone: 1800 177 135
<b><u>CRISIS PREGNANCY</u></b>	<b><i>CRISIS PREGNANCY</i></b> Telephone: 1800 650 840
<b><u>DOMESTIC VIOLENCE 24X7</u></b>	<b><i>DOMESTIC VIOLENCE 24X7</i></b> Telephone: 1800 811
<b><u>GAMBLERS ANONYMOUS</u></b>	<b><i>GAMBLERS ANONYMOUS</i></b> Telephone: 1800 002 210
<b><u>INTERPRETING SERVICES</u></b>	<b><i>INTERPRETING SERVICES</i></b> Telephone: 131 450
<b><u>LIFELINE 24 HOURS</u></b>	<b><i>LIFELINE</i></b> 131 114
<b><u>OVERSEAS STUDENTS OMBUDSMAN</u></b>	<b><i>OVERSEAS STUDENTS OMBUDSMAN</i></b> Overseas Students Ombudsman, GPO Box 442, Canberra ACT 2601 – Tel: 1300 362 072 or Email: <a href="mailto:ombudsman@ombudsman.gov.au">ombudsman@ombudsman.gov.au</a> . The Overseas Students Ombudsman is a free and independent service <a href="http://www.oso.gov.au">www.oso.gov.au</a>
<b><u>POISONS INFORMATION CENTRE</u></b>	<b><i>POISONS INFORMATION CENTRE</i></b> Telephone: 131 126
<b><u>QUIT LINE</u></b>	<b><i>QUIT LINE</i></b> Smoking Telephone: 131 848
<b><u>SEXUAL HEALTH</u></b>	<b><i>AIDSLINE</i></b> Telephone: 1800 133 392
<b><u>YOUTH EMERGENCY SERVICES</u></b>	<b><i>TEEN CHALLENGE</i></b> Telephone: 1300 304 058 Web site <a href="http://www.teenchallenge.org.au">www.teenchallenge.org.au</a> 1800 641 792
<b>OTHER</b>	<b><i>SYDNEY FUNERAL DIRECTORS</i></b> <a href="http://www.sydneyfuneraldirectors.com.au/">http://www.sydneyfuneraldirectors.com.au/</a>
	<b><i>EMERGENCY ANIMAL DISEASE WATCH</i></b> Telephone: 1800 675 888
	<b><i>PARENT LINE</i></b> Telephone: 132 289
	<b><i>MATERNAL AND CHILD HEALTH LINE</i></b> Telephone: 132 229

## **28.0 APPENDIX A Staff Training Check List**

- 28.1 In the event of any critical incident, the first thing to do is calm the affected party/parties down and offer hope.
- 28.2 Communicate simply, take control and give clear and practical directions in order to reduce the anxiety and connect the logic of the affected party/parties.
- 28.3 You are not superhuman.
- 28.4 Managing a critical incident can be a very lonely time, especially if you are regarded as the focal link with international students at your institution. While you are busy providing care or support to those directly affected by the incident, your own health and emotional well-being may be at risk. Self-care should NOT be forgotten in your management strategy.
- 28.5 Take time out each day to telephone or e-mail another colleague.
- 28.6 This will give you not only a chance to debrief, but also to compare notes with sympathetic colleagues who have had similar experiences and a real understanding of what you are feeling. You are helping others while you help yourself.
- 28.7 Update the resources as necessary.
- 28.8 Insert as many local telephone numbers and contacts, and as much information as you can so that you can refer to the resources thereby allowing you to take effective and immediate action when necessary.
- 28.9 Keep in contact with support networks like ISANA or ACPET. Whether by telephone or e-mail, there will always be someone available to use as a sounding board.
- 28.10 Conduct training regarding the Critical Incidents Policy for International Students. It is important for staff to be aware of the existence of such a policy.
- 28.11 Conduct a resource workshop to locate all relevant community resources in your immediate local area: Funeral Directors, Police and Medical Authorities, Religious Leaders, Ethnic Group Leaders, Media Representatives, Insurance Representatives, local Embassy or Consular representatives.
- 28.12 Coordinate and conduct a Mock Exercise to simulate a Critical Incident. Have the exercised observed and assessed by an outside party.

## **29.0 APPENDIX B Sample Letters**

### LETTER TO PARENTS

*(Sample letter in the event of a tragedy)*

Dear Parents,

MGS has experienced *(the sudden death, accidental injury)* of one of our students. We are deeply saddened by the death/events.

*(Brief details of the incident, and in the event of a death, perhaps some positive remembrances of the person lost)*

We have support structures in place to help your child cope with this tragedy. *(Elaborate)*

It is possible that your child may have some feelings that he/she may like to discuss with you.

You can help your child by taking time to listen and encouraging them to express their feelings.

If you would like advice or assistance you may contact the following people at the school:

- Counsellor
- Student Services Officer

Yours sincerely,  
LETTER TO PARENTS (Under 18 student)

*(Sample letter requesting consent for involvement of outside professional/s)*

Dear Parents,

Following the recent (tragedy, ...) we have arranged professional support for students in MGS who need particular help. (...) is available to help us with this work. This support will usually consist of speaking with children, either in small groups or on a one-to-one basis and offering reassurance and advice as appropriate.

Your son/daughter has been identified as one of the students who would benefit from meeting with the psychologist. If you would like your child to receive this support please sign the attached permission slip and return it to the school by..... .

If you would like further information on the above or to talk to the psychologist, please indicate this on the slip or telephone MGS

Yours sincerely,

Staff...

Title...

**MGS**

I/We consent to having our daughter/son met by a psychologist.

I/We understand that my daughter/son may meet the psychologist(s) in an individual or group session depending on the arrangements which are thought to be most appropriate.

Name of student:

Date of Birth:

I would like my daughter/son ..... to avail of the support being offered by the psychologist.

Signed.....(Parent/Guardian).

### **30.0 APPENDIX C Media**

30.1 In many cases, the institution would prefer not to issue a press release upon the death of an international student. However, in anticipation of some requests for comment from the media, it is advisable to have a press release drafted by Media staff just in case.

#### **Sample media release**

A sponsored male student from (insert country), 16, has died at ....., ....., in (insert location).

The PEO/Headmaster(insert name) said the incident had saddened **MGS**staff, its student body, and the international student community.

"We are all dispirited at the loss of a very promising young boy. Our profound condolences go to his family", ..... said.

A memorial gathering staged at MGS yesterday was attended by more than ..... people, including academic staff, International Student Support staff, family, friends, and classmates

**NOTE:** *The release is short and to the point. It depicts MGS as a caring institution, a position reinforced by the fact that the memorial gathering was held on MGS grounds.*

*Note that the release was issued after the memorial gathering, to avoid the likelihood of media coverage at the gathering itself. The cause of death has been revealed, because of the young age of the deceased.*

*Should media investigate further, it is suggested that the Chair, Board of Governors respond with a statement saying simply, "We are sure you will understand that we are not prepared to discuss any of the personal issues which may have been associated with this young boy's death. It has always been our policy to respect the privacy of our students and their families."*

### **31.0 Managing the Media**

- 31.1 Each critical incident is unique and the dynamics of each situation will have to be assessed when it occurs. It is important that a structured approach to media management is developed and is included in the management plan to ensure the most positive and supportive response from the media.
- 31.2 Official inquiries – e.g. by the police - are likely to follow serious incidents. Media comments on the public record may have a bearing on proceedings at such inquiries.

### **32.0 Revision History**

**Review Date: March 2017**

<b>Rev.</b>	<b>Date</b>	<b>Description of modifications</b>
1.	05/03/2009	Original Draft Policy
2.	10/11/2009	Amendment to document title and footer
3.	10/05/2011	Inclusion of reference to Overseas Students Ombudsman
4.	24/05/2013	Update responsibilities as per changes in the MGS Organisational Chart; Update the Emergency Contact Details
5.	15/04/2014	Replaced DIAC with DIBP, DEEWR with AGDoE
6.	15/04/2014	Titles and Procedure
7.	25/03/2016	Roles and Procedures