

This policy is subject to change at any time. Please check all GOLD Policies on a regular basis for updates

We are Gold Educational Tours (AUST) PTY LTD (ACN 659 076 365) (**GOLD**). Our team arranges Cultural Exchange Programs and we are delighted to have you join our community. This Critical Incident Policy and Procedure is part of our Host Agreement and along with our Privacy Policy, Placement, Host Screening Policy and Procedure for Ongoing Support makes up GOLD's terms and conditions.

This document outlines the definition and procedures for Gold Educational Tours' (GOLD) community (GOLD staff, contractors, associates, education providers, and homestay providers) to follow in the event of a critical incident involving a Guest.

1. Definitions

With reference to the National Code standard 6.4, a **Critical Incident** is defined as '*a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury*'. Such an event has a high level of trauma with a strong emotional reaction that interferes with an individual's usual coping mechanisms.

Critical incidents to which the GOLD community may have to respond to are not limited to, but could include:

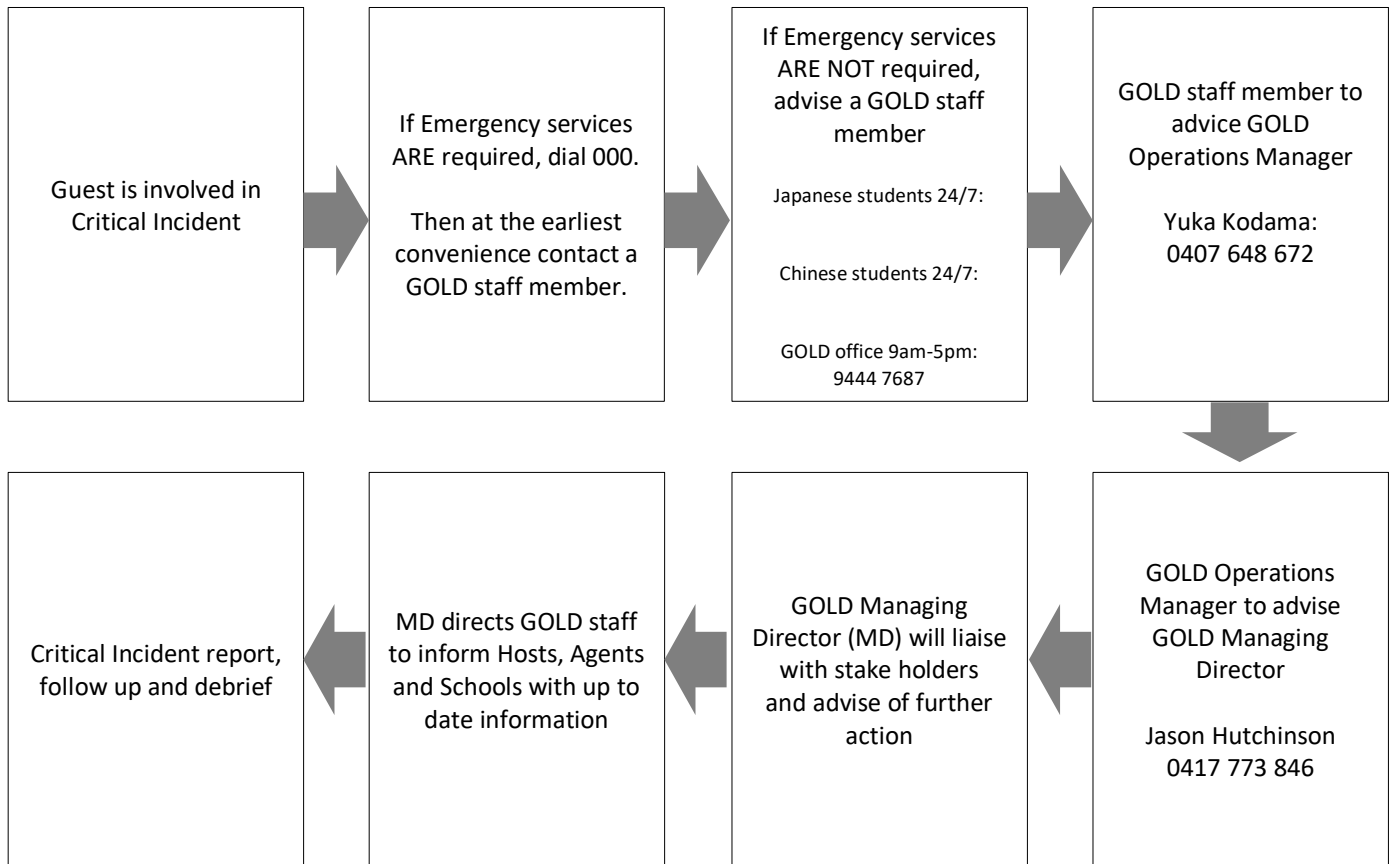
- death of a student or a close family member
- attempted suicide
- life threatening injury or illness
- physical or mental violence or aggression
- mental health crisis
- missing students
- natural disaster
- issues such as domestic violence, sexual assault, drug or alcohol abuse
- critical Incidents also include events that affects a member of the Guest family.

Non-life threatening events could still qualify as critical incidents. If a member of the GOLD community is unsure if an event would be considered a Critical Incident, GOLD recommends that the member refers the matter immediately to a GOLD staff or their GOLD manager for further assessment.

2. Notification

The Critical Incident Procedure below must be engaged in the event of a Critical Incident. The checklist provided is a guide as sections may or may not be applicable depending on the nature of the Critical Incident.

CRITICAL INCIDENT PROCEDURE



Critical Incidents must be escalated to GOLD’s Managing Director Jason Hutchinson without exception.

| CRITICAL INCIDENT CHECKLIST | | |
|--|--------|------|
| DETAILS | BY WHO | DATE |
| Emergency services contacted if required | | |
| Confirmation of Guest identity | | |
| Guest’s Agent/teacher is notified | | |
| Guest’s next of kin is notified | | |
| Host informed | | |
| Hosting School informed | | |
| Appointments with applicable medical/professionals booked where required | | |
| Transportation for appointments arranged | | |
| All documentation from Medical/Police services are collected | | |
| All details of incident are recorded by GOLD staff | | |
| Assess the need for ongoing counselling and support | | |
| Conduct debriefing session | | |
| Staff evaluation | | |
| Complete all records | | |

3. Documentation

The Critical Incident must be documented. It must be updated throughout the whole response period. It must include the following information:

- Copies of communication (letters, emails)
- Records of significant interactions
- Contact details for significant people involved in the process

4. Follow up

Ongoing support and counselling may be required for those involved, GOLD and its stakeholders will discuss the best course of action to monitor this. A debriefing session should be organised for all involved in a timely manner. GOLD policies and procedures may need to be reviewed and updated.

| CRITICAL INCIDENT REPORT | | | |
|---|--|------------------------|--|
| Date | | Time incident reported | |
| Person completing this form | | | |
| Guest's name | | | |
| Guest's agent's name | | | |
| Guest agent contact | | | |
| Host | | | |
| Host contact details | | | |
| Hosting school | | | |
| Hosting school's contact | | | |
| INCIDENT DETAILS: | | | |
| Outline clearly what happened, where, who was involved and the current situation: | | | |
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| HOSPITAL/POLICE INFORMATION | | | |
| Name of contact | | Role | |
| Location name <small>(Hospital/Police Station)</small> | | | |
| Location address | | | |
| Location number | | | |
| Location email | | | |
| Case reference number | | | |
| Notes | | | |
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