


# AUSTRALIAN INSTITUTE of INTERNATIONAL UNDERSTANDING (AIIU)

## CRITICAL INCIDENT MANAGEMENT PLAN

## CRITICAL INCIDENT MANAGEMENT TEAM

| Role | Name and Email | Phone Number |
|---|---|---|
| Regional Manager/Local Coordinator | Linda Abu Lashin (LindaA@aiiu.com.au) | 0433 544 328 |
| School Liaison | Linda Abu Lashin (LindaA@aiiu.com.au) | 0433 544 328 |
| Staff Liaison | Mieko Horigome (Mieko@aiiu.com.au) | 0456 394 042 |
| Student Liaison | Linda Abu Lashin (LindaA@aiiu.com.au) | 0433 544 328 |
| Parent/Carer Liaison | Mieko Horigome (Mieko@aiiu.com.au) | 0456 394 042 |
| Community Liaison | Mieko Horigome (Mieko@aiiu.com.au) | 0456 394 042 |
| Media Liaison | Ken Okamoto (kenokamoto@aiiu.com.au) | (07) 3347 4444 |
| Affiliated Organisation Liaison | JFIE (Senior Managing Director jfie-inb@jfie.gr.jp) or Association Rencontres Autour Du Monde (Managing Director ericka@aram-france.com) or CEI (Angelina Lecouturier a-lecouturier@groupe-cei.fr) (as applicable) | JFIE: +81 03-5463-7551 or Association Rencontres Autour Du Monde: +33 0467583511 or CEI: +33 (0)2 99 20 06 15 (as applicable) |

## SHORT TERM ACTIONS - DAY 1

| Task | Responsible Person |
|---|---|
| Gather accurate information: Who, what, when, where? | Local coordinator/Regional Manager |
| Convene an Incident Management Team (IMT) meeting - specify time and place clearly | Regional Manager |
| Notify the relevant state authority (in the case of Victoria, this must be the VRQA) as soon as practicable. | General Manager |
| Contact other relevant external agencies | General Manager |
| Arrange supervision for students | Regional Manager |
| Hold staff meeting | Assistant General Manager/General Manager |
| Agree on schedule for the day | Regional Manager/Assistant General Manager |
| Inform students (students with physical and/or mental disabilities may need to be told separately) | Regional Manager |
| Compile list of vulnerable students | Local coordinator/Regional Manager |
| Contact / visit host families | Local coordinator |
| Prepare and agree on media statement and deal with the media | Assistant General Manager/General Manager |
| Inform parents/carers | Assistant General Manager |
| Hold end of day staff briefing | Regional Manager |

## MEDIUM TERM ACTIONS - DAY 2 AND FOLLOWING DAYS

| Task | Responsible Person |
|---|---|
| Convene an IMT meeting to review the events of Day 1 | Regional Manager |
| Meet with the relevant state authority (in the case of Victoria, this must be the VRQA). | General Manager |
| Meet with other relevant external agencies | General Manager |
| Meet with whole staff | Assistant General Manager/General Manager |
| Arrange support for students, staff, parents/carers | Regional Manager |
| Visit the injured, those whose wellbeing is compromised etc. | Local coordinator/Regional Manager |
| Liaise with host family regarding updates/expectations | Local coordinator |
| Make decisions about any school/program closure | General Manager |
| *Add any other task specific to your school/program* | Regional Manager |

## FOLLOW-UP - BEYOND 72 HOURS

| Task | Responsible Person |
|---|---|
| Monitor students for signs of continuing distress | Local coordinator |
| Liaise with the relevant state authority (in the case of Victoria, this must be the VRQA) regarding referrals. | General Manager |
| Liaise with other relevant agencies regarding referrals | General Manager |
| Plan for return of student(s) impacted by the incident | Local coordinator/Regional Manager |
| Decide on public displays of solidarity i.e. memorials, acknowledgements etc. | Local coordinator/Regional Manager |
| Review response to incident and amend Critical Incident Management Plan accordingly | AIIU Management Team |
| *Add any other task specific to your school/program* | Regional Manager |