



Emergency Management Plan

Purpose

The purpose of this Emergency Management Plan (EMP) is to provide details of how the AIIU and its affiliate third-party organisations/s will prepare for and respond to emergency situations. AIIU will ensure that all AIIU personnel, overseas associates, students and parents have a clear understanding of this EMP and its procedures; that AIIU staff, volunteers and third-party organisations are trained in these procedures; and that emergency procedures are tested at regular intervals.

Scope

This EMP applies to all AIIU personnel (including volunteers), overseas associates, students and parents.

Authorizing environment	
Name of GENERAL MANAGER	Ken Okamoto
Address	52 Hester Street Shailer Park QLD 4128
Version number	1
Date Approved by GENERAL MANAGER	30 September 2024
Next Review Date	30 September 2025

Distribution

A copy of this EMP has been distributed to AIIU staff and all affiliate third-party organisations (and should be used in conjunction with AIIU's Crisis Plan/Emergency Preparedness and Risk Assessment, Management and Strategy Policy documents.

General action to be taken in all emergency circumstances

LOCAL CONTINGENCY PLANS

- Each program has contingency plans that will be activated in the case that there is knowledge of a condition that may require:
 - Additional precautions.
 - Relocation of the program to a different site in the same locality or region.
 - Suspension of the program and evacuation of students.
- All affiliate organisations have also established their own unique protocols to be used in the event of emergencies. AIIU will request a copy of these documents be made available.

IN THE EVENT OF A LOCAL EMERGENCY IN THE HOST COUNTRY

- AIIU personnel will contact all students as soon as possible to ascertain the state of students' well-being and to provide information, instructions and advice.

- The affiliate organisation should contact the embassy or consulate and AIU to advise of the status of the emergency.
- Depending on the situation, affiliate organisations may gather students together into a group.
- AIU will contact all parents.
- Students will also be advised to contact their parents.
- Affiliate organisation personnel and AIU will endeavour to hold a conference call to establish policy and decide on specific actions to be taken AIU wide and at specific locations.
- During emergency or tense situations, students can remain in contact with all affiliate program providers via phone and email. Other forms of communication used are instant messaging on websites and social media channels, SMS. Additionally, Support Officers can, if necessary, assist in person.
- Students and their parents are provided with emergency contact information both in Australia and overseas.
- If parents cannot contact the students at their host residence, they can either contact AIU on the office phone number (during business hours) or the emergency mobile phone number of the relevant Regional Manager, who will contact the affiliate organisation directly.

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IN CASE OF AN EMERGENCY

Call
Police, Ambulance, Fire
Services

DIAL 000
(or the equivalent
local emergency
number)

For advice, call your
AllU Regional
Manager

AllU Office
0408 199 732

Convene AllU
Incident Management Team

1. EMERGENCY CONTACTS

1.1. AIU CONTACTS

Key Roles	Name	Mobile	WWCC	WWCC expiry
GENERAL MANAGER	Ken Okamoto	0408 199 732	2302929E	03/05/2026
Assistant General Manager	Mieko Horigome	0456 394 042	2912471E	04/07/2029
Interim Regional Manager QLD	Kylie Cleary	0400 108 348	550715/6	27/03/2027
Regional Manager NSW	Yoshimi Fraser	0449 854 669	0679590E	10/04/2025
Regional Manager VIC	Kate Bamford	0411 803 885	330302	30/09/2025
Interim Regional Manager SA	Linda Abu Lashin	0433 544 328	942740	15/01/2026
Regional Manager WA	Linda Abu Lashin	0433 544 328	942740	15/01/2026

1.2. LOCAL/OTHER ORGANISATIONS CONTACTS

Contact	Phone
Police	000
Hospital	000
Fire	000
Ambulance	000
Australian National Security	1800 123 400
SES (flood, storm and earthquake)	132 500
Australian Consular Assistance	1300 555 135
VRQA	1300 722 603
First Travel Group	0405 374 969
Transit Airport	03 9297 1318
Department of Health	1300 650 172
Lifeline	131 114
Sexual Assault Crisis Line	1800 806 292

2. INCIDENT MANAGEMENT TEAM

2.1. INCIDENT MANAGEMENT TEAM STRUCTURE

AIU has assigned roles to individuals who will be responsible for coordinating or assisting in an emergency. Those individuals with roles in an emergency form the Incident Management Team (IMT). The primary role is the role of General Manager, who will oversee all emergency procedures.

2.2. INCIDENT MANAGEMENT TEAM CONTACT DETAILS

Key Roles	Name	Mobile	WWCC	WWCC expiry
GENERAL MANAGER	Ken Okamoto	0408 199 732	2302929E	03/05/2026
Assistant General Manager	Mieko Horigome	0456 394 042	2912471E	04/07/2029
Relevant Regional Manager/s	Kylie Cleary QLD	0400 108 348	550715/6	27/03/2027
	Yoshimi Fraser NSW	0449 854 669	0679590E	10/04/2025
	Kate Bamford VIC	0411 803 885	330302	30/09/2025
	Linda Abu Lashin SA	0433 544 328	942740	15/01/2026
	Linda Abu Lashin WA	0433 544 328	942740	15/01/2026

See APPENDIX 2 for List of Active Support Officers

2.3. RESPONSIBILITIES OF THE REGIONAL MANAGER

The Regional Manager will take initial charge of an emergency and delegate, if need be, the other IMT responsibilities until the relevant emergency service/s arrive and take control of the incident.

Pre-emergency

- Maintain current contact details of Incident Management Team members.
- Ensure IMT members are aware of their responsibilities.
- Ensure that the list of students/staff with special needs is up to date.
- Ensure that the list of staff trained in emergency management is up to date.
- Ensure the emergency response procedures are kept up to date.
- Conduct regular exercises/drills as applicable.

During emergency

- Ascertain the nature and scope of the emergency.
- Ensure that the emergency service/s have been notified.
- Ensure the appropriate response has been actioned.
- Convene the IMT as required.
- If applicable, facilitate evacuation of affected areas/lock-down/lock-out/shelter-in-place/safe space as required.
- Brief the incoming emergency service/s and respond to their requests.

Post-emergency

- When the incident is rendered safe or the emergency service/s return control, notify the IMT members to have all relevant personnel return to normal operations.
- Organise debrief with the IMT and, where appropriate, with any attending emergency service.
- Ensure that a record of the emergency (including steps taken and outcome), is kept on file ensuring privacy rights under the Privacy and Data Protection Act 2014 (Vic).

2.4. STAFF WITH EMERGENCY MANAGEMENT QUALIFICATIONS/TRAINING

Staff Member	Training	Date	WWCC	WWCC Expiry
Mieko Horigome	AllU Emergency Management Plan	30/09/2024	2912471E	04/07/2029
Kylie Cleary	AllU Emergency Management Plan	30/09/2024	550715/6	27/03/2027
Yoshimi Fraser	AllU Emergency Management Plan	30/09/2024	0679590E	10/04/2025
Kate Bamford	AllU Emergency Management Plan	30/09/2024	330302	30/09/2025
Linda Abu Lashin	AllU Emergency Management Plan	30/09/2024	942740	15/01/2026

2.5. STUDENTS AND STAFF WITH SPECIAL NEEDS

Note: In adherence to the provisions of the Privacy and Data Protection Act 2014 (Vic), student and staff identifying details from this section are to be removed before distributing copies of AllU's EMP to organisations or individuals outside of the AllU workplace.

Students				
Name	Location	Condition	Assistance needed during an emergency	Who will be responsible?

Staff				
Name	Location	Condition	Assistance needed during an emergency	Who will be responsible?

3. GENERAL EMERGENCY RESPONSE PROCEDURES

3.1. ONSITE EVACUATION PROCEDURE

When it is unsafe for students, staff and other parties to remain inside the school, home or workplace location, the nominated Support Officer on-site will take charge and inform the AllU Incident Management Team (see Appendix 2).

- **Call 000 (or the relevant local number) for emergency services and seek and follow advice.**
- Take your student and staff/other parties attendance lists, a copy of this EMP and your emergency kit/first aid kit.
- Evacuate to a nominated assembly point marked on your area/evacuation maps.
- Check all students, staff and other parties are accounted for.
- Ensure communication with emergency services is maintained.
- Wait for emergency services to arrive or provide further information.
- Confirm with emergency service personnel that it is safe to return to normal operations.
- Seek advice from your organisation and AllU as required.
- Maintain a record of actions/decisions undertaken and times, ensuring AllU has copies.
- Contact parents/guardians as required.

3.2. LOCKDOWN PROCEDURE

When an external and immediate danger is identified and it is determined that the student and staff/other parties should be secured inside the building for their own safety, the Support Officer on-site will take charge and inform the Incident Management Team.

- **Call 000 (or the relevant local number) for emergency services and seek and follow advice.**
- Initiate the lock-down and provide instructions to staff, for example, close internal doors and windows, sit below window level or move into corridors.
- Check that all external doors (and windows if appropriate) are locked.
- If available, allocate staff to be posted at locked doors to allow students, staff and other parties to enter if locked out.
- Ensure a telephone line and any public address system is kept free.
- Keep the main entrance as the only entry point, constantly monitoring to ensure that no unauthorised people are allowed access.
- If safe to do so, have a staff member wait at the main entry to guide emergency services personnel.

- As appropriate, ascertain that all students, staff and other parties are accounted for.
- Ensure any students, staff or other parties with medical or other needs are supported.
- As appropriate, confirm with emergency services personnel that it is safe to return to normal operations.
- Seek advice from your organisation and AllU as required.
- Maintain a record of actions/decisions undertaken and times, ensuring AllU has copies.

4. RESPONSE PROCEDURES FOR SPECIFIC EMERGENCIES

4.1. BUILDING FIRE

- **Call 000 (or the relevant local number) for emergency services and seek and follow advice.**
- Activate the fire alarm.
- If appropriate, follow the procedure for on-site evacuation.
- Report the emergency immediately to the on-site Support Officer, who will inform the Incident Management Team
- Extinguish the fire (only if safe to do so).
- Evacuate to an assembly point marked on your area and evacuation maps, closing all doors and windows.
- Check that all students, staff and other visitors are accounted for.
- Contact parents/guardians as required.
- Maintain a record of actions/decisions undertaken and times, ensuring AllU has copies.

4.2. BUSHFIRE

- **If immediate emergency services assistance is required, phone 000 (or the relevant local number) and seek and follow advice.**
- Report the emergency immediately to the onsite Support Officer, who will inform the Incident Management Team
- Determine appropriate response strategy (evacuate or shelter-in-place) in consultation with emergency services, if possible.
- If evacuation is required and time permits before you leave:
 - Make sure you close all doors and windows
 - Turn off power and gas.
- Check that all students, staff and other parties are accounted for.
- Listen to TV, local radio or online/Apps reports for bushfire/weather warnings and advice.

- Ensure students, staff and other parties do not hinder emergency services or put themselves at risk by going near damaged buildings or trees.
- Contact parents/guardians as required.
- Maintain a record of actions/decisions undertaken and times, ensuring AllU has copies.

4.3. MAJOR EXTERNAL EMISSIONS/SPILL (INCLUDES GAS LEAKS)

- **Call 000 (or the relevant local number) for emergency services and seek and follow advice.**
- Report the emergency immediately to the onsite Support Officer, who will inform the Incident Management Team
- Turn off gas supply.
- If the gas leak is onsite, notify your gas provider.
- If safe to do so, evacuate staff, students, and other parties to an assembly point marked on your evacuation and area maps. This may be an off-site location.
- Check that all students, staff and other parties are accounted for.
- Await 'all clear' advice from emergency services or further advice before resuming normal activities.
- Contact parents/guardians as required.
- Maintain a record of actions/decisions undertaken and times, ensuring AllU has copies.

4.4. INTRUDER (KNOWN OR UNKNOWN)

- **Call 000 (or the relevant local number) for emergency services and seek and follow advice.**
- Report the emergency immediately to onsite Support Officer, who will inform the Incident Management Team.
- Do not do or say anything to the person to encourage irrational behaviour.
- Initiate action to restrict entry to the building if possible and confine or isolate the threat from building occupants.
- Determine whether evacuation, lock-down or shelter-in-place is required. Do this in consultation with the Police where possible.
- Evacuation only should be considered if safe to do so.
- Contact parents/guardians as required.
- Maintain a record of actions/decisions undertaken and times, ensuring AllU has copies.

4.5. BOMB/SUBSTANCE THREAT

If a suspicious object is found (or the threat identifies the location of a bomb)

- Immediately clear and cordon off the area in the vicinity of the object.
- **Call 000 (or relevant local number) for police and seek and follow advice.**

- Report the threat to onsite Support Officer, who will inform the Incident Management Team.
- Do not approach, touch, tilt or tamper with the object.

If a bomb/substance threat is received by telephone

- DO NOT HANG UP
- Keep the person talking for as long as possible and obtain as much information as possible.
- Without alerting the caller, signal a co-worker to:
 - **Call 000 (or relevant local number) for police on a separate phone**
 - notify onsite Support Officer, who will inform the Incident Management Team.
- Listen carefully for a full description and take note of:
 - gender of caller
 - age of caller
 - accents or speech impediments
 - background noises
 - key phrases used
 - whether the threat is automated/robotic/taped/recorded.
- Ask the caller:
 - Where exactly is the bomb/substance located?
 - What time will the bomb explode/the substance be released?
 - What will make the bomb explode/how will the substance be released?
 - What does the bomb look like? What kind of device/substance is it?
 - Who put the bomb/substance there? Why was it put there?
 - What kind of substance is it (gas, powder, liquid)? How much is there?
 - Where are you? Where do you live? What is your name? What are your contact details?
 - Provide this information to the police.
 - Implement evacuation procedures.

If a bomb/substance threat is received by letter

- Place the letter in a clear bag or sleeve and store in a secure place
- Avoid any further handling of the letter or envelope
- **Call 000 (or relevant local number) for police and seek and follow advice**
- Notify onsite Support Officer, who will inform the Incident Management Team.
- If the letter identifies the location of a device, immediately clear and cordon off the nominated area. Do not approach, touch, tilt or tamper with the object.
- Implement evacuation procedures.

If a bomb/substance threat is received electronically (e.g. by email)

- DO NOT DELETE THE MESSAGE
- Call 000 for police and seek and follow advice
- Notify onsite Support Officer, who will inform the Incident Management Team.

- If the email identifies the location of a device, immediately clear and cordon off the area. Do not approach, touch, tilt or tamper with the object.
- Implement evacuation procedures.

If you are at the site of an explosion

- Staff to shelter students and other parties under sturdy tables if objects are falling around you.
- Implement evacuation procedures. Do not retrieve personal belongings or make phone calls.
- Help others to leave the area. Use stairs instead of elevators.
- Be aware of weakened floors and stairways and watch for falling debris.
- Once out of the affected building:
 - Move everyone away from windows and glass doors or other potentially hazardous areas
 - Use caution to avoid debris that could be hot or sharp
 - **Call 000 for emergency services and seek and follow advice**
 - Be aware of any potential secondary explosions
 - Limit use of phones as communications systems may become congested

For all the above:

- Contact parents/guardians as required.
- Maintain a record of actions/decisions undertaken and times, ensuring AIIU has copies.

4.6. INTERNAL EMISSION/SPILL

- **Call 000 (or the relevant local number) for emergency services and seek and follow advice.**
- Report the emergency immediately to onsite Support Officer, who will inform the Incident Management Team.
- Move staff, students and other parties away from the spill to a safe area, isolating the affected area.
- Seek advice in regard to clean up requirements, and if safe to do so, the spill can be cleaned
- Contact parents/guardians as required.
- Notify the local Workplace Authority if required.
- Maintain a record of actions/decisions undertaken and times, ensuring AIIU has copies

4.7. SEVERE WEATHER EVENT

- **Call 000 (or the relevant local number) for emergency services and seek and follow advice.**
- Before the storm, store or secure loose items external to the building, such as outdoor furniture and rubbish bins.
- Secure windows (close curtains and blinds) and external doors. If necessary, tape windows and glass entrances. Utilise boards and sandbags if required.
- Monitor the local Emergency website and/or local Emergency App
- Monitor the Bureau of Meteorology website for weather updates and weather warnings
- During a severe storm:
 - Remain in the building and keep away from windows
 - Restrict the use of telephone landlines to emergency calls only, particularly during a thunderstorm.
- Report any matter concerning the safety and wellbeing of students, staff and other parties to onsite Support Officer, who will inform the Incident Management Team.
- Disconnect electrical equipment – cover and/or move this equipment away from windows.
- Listen to local radio or TV or online for weather warnings and advice.

After the severe weather event

- After a storm passes, evaluate the need to evacuate if uncontrolled fires, gas leaks, or structural damage has occurred because of the storm.
- Contact parents/guardians as required.
- Maintain a record of actions/decisions undertaken and times, ensuring AIU has copies.

4.8. EARTHQUAKE

- **Call 000 (or the relevant local number) if emergency services are needed and seek and follow advice.**
- Report the emergency immediately to onsite Support Officer, who will inform the Incident Management Team.

If outside

Instruct staff, students and other parties to:

- Stay outside and move away from buildings, streetlights and utility wires.
- DROP, COVER and HOLD
 - DROP to the ground

- o Take COVER by covering your head and neck with their arms and hands
- o HOLD on until the shaking stops.

If inside

Instruct staff, students and other parties to:

- Move away from windows, heavy objects, shelves and so on
- DROP, COVER and HOLD
- o DROP to the ground.
- o Take COVER by getting under a sturdy table or other piece of furniture or go into the corner of the building covering their faces and head in their arms.
- o HOLD on until the shaking stops.

After the earthquake

- Evaluate the need to evacuate if there are uncontrolled fires, gas leaks or structural damage to the building you are in.
- If you evacuate, watch out for fallen trees, power lines, and stay clear of any structures that may collapse.
- Arrange medical assistance where required.
- Help others if you can.
- Report any matter concerning the safety and wellbeing of students, staff and visitors to the Support Officer.
- Contact parents as required.
- Tune in to the TV, local radio or online if you can and follow any emergency instructions.
- If property is damaged and it is safe to do so, take notes and photographs for insurance purposes.
- Contact parents/guardians as required.
- Maintain a record of actions/decisions undertaken and times, ensuring AllU has copies

4.9. TERRORISM

- A terrorist attack will likely come without any warning. The following specific actions will be taken to ensure the safety of students, staff and other parties.
- **Call 000 (or the relevant local number) for emergency services.**
- Report the emergency immediately to onsite Support Officer, who will inform the Incident Management Team.

Preparation:

- Be alert and aware of your surroundings. Report anything suspicious.
- Be familiar with AllU's Emergency response plans.
- Know the emergency exits of the buildings and the residence halls.

- Do not open mail which looks suspicious (e.g., excessive postage, unknown origin, overseas return address).

During the Incident:

- Never rush into a suspected terrorist event. You probably will not know what agent has been released. Do not become a victim!
- Decrease your time, increase distance, and shielding from the suspected incident.
- If you are exposed to an agent, do not flee the scene, you may expose others.
- If an emergency responder directs you to do something, do it immediately.

After the Incident:

- If you are a victim of a terrorist incident, expect to undergo decontamination on scene. This will probably involve the fire department using water to wash you down.
- Do not try to enter the scene from a safe location to help affected individuals. You may become a victim yourself.
- Report any suspicious activity to law enforcement.
- Remember, some of the victims may actually be suspects.
- It may be necessary to a pre-identified "Shelter in Place" if a weapon of mass destruction incident occurs.
- Information and Description of Terrorists Threats

Chemical Threats:

A chemical attack is the deliberate release of a toxic gas, liquid, or solid that can poison people and the environment.

- Quickly try to define the area which was affected and seek "clean air."
- Stay upwind, uphill, and upstream from any suspected contaminated areas.
- Remove all clothing and other items in contact with the body. Cut off contaminated clothing to avoid contact with eyes, nose, and mouth.
- Decontaminate exposed skin with soap and water.
- Flush eyes with lots of water.
- Seek immediate medical assistance.

Biological Threats:

Biological attacks are the deliberate release of germs or other biological substances that can make you sick.

- If you suspect your skin or clothing has come into contact with a potentially infectious substance, remove and bag your clothing. Wash yourself with soapy water immediately. Put on clean clothes and seek medical assistance.

Radiological Threats:

Radiological attacks, commonly referred to as "dirty bombs" are the use of conventional explosives to spread radioactive materials over a targeted area.

- If you hear an explosion and/or you are warned of a radiation release, cover your nose and mouth and go inside to a place of shelter that has not been damaged.
- Close windows and doors; turn off air conditioners, heaters, or other ventilation systems.
- If you think you have been exposed to radiation, take off your clothes and wash your body as soon as possible.
- Stay where you are and check official news as it becomes available.

Nuclear Threats:

A nuclear blast is an explosion which creates intense heat, a pressure wave, and widespread radioactive material which can poison the air, water, and ground surfaces.

- Take cover immediately to limit the amount of radioactivity absorbed.
- If you take shelter, go as far underground as possible.
- Decrease your time of exposure; increase your distance and shielding to reduce your risks.
- Use available information to assess the threat of radioactive exposure. If you think you have been exposed to radiation, health care authorities may advise you to take potassium iodide.

Explosive Threats:

- If there is an explosion, take shelter against anything sturdy.
- If the explosion is in the building, you are in, exit immediately without using the elevators.
- If you see smoke, crawl on the floor.
- Use a wet cloth or anything available to cover your mouth and nose.
- Never go back into a burning building.
- If you are trapped in debris from a collapsed building, avoid unnecessary movement so you don't kick up dust. Breathing in dust can be dangerous.
- If possible, use a flashlight or whistle to signal rescuers.
- Always assume that an explosion is releasing some dangerous material.
- Decrease your time of exposure; increase your distance and shielding to avoid any potential contamination

Suspicious Packages and Envelopes:

- If the package or envelope appears suspicious, do not touch it. Leave it alone.
- Do not sniff, touch, taste, or look closely at it or any contents which may have spilled.
- Alert others in the area about the suspicious package or envelope. Leave the area, close any doors, and take actions to prevent others from entering the area. If possible, shut off the ventilation system.

- Wash hands with soap and water to prevent spreading potentially infectious material to face or skin.
- If possible, create a list of persons who were in the room or area when this suspicious letter or package was recognized and a list of persons who also may have handled this package or letter. Give this list to both the health authorities and law enforcement officials.

In all of the situations above:

- Contact parents/guardians as required.
- Maintain a record of actions/decisions undertaken and times, ensuring AllU has copies.

4.10. VICTIM OF CRIME

- If possible, get to a safe space and promptly call 000 for the Police.
- Report the emergency immediately to the onsite Support Officer, who will inform the AllU Incident Management Team.
- Try and make the victim as calm as possible.
- If appropriate, call the victim’s friend, and/or a community support program, specific to the crime committed.
- Preserving evidence of the crime is important whether the victim plans to file a police report immediately, at a later date, or is undecided.
- Leave the crime scene exactly as it is, not touching anything, cleaning up, or throwing anything away. Request that the victim not change, wash, or destroy any clothing or wash any part of their body, externally or internally.
- Seek medical and/or psychological attention at a local area hospital emergency room for the victim.
- Try and establish the following details:
 - Who, what, where, when, and how
 - What the assailant looked like
 - The make and model of the vehicle used
 - What kind of force or coercion was used
 - Any objects touched, taken, or left by the assailant
 - If the assailant said anything, the words, the grammar, any accents, or speech defects
 - Names and addresses of any witnesses
- Contact parents as required.
- Maintain a record of actions/decisions undertaken and times, ensuring AllU has copies.

4.11. FACING ARREST/CRIMINAL CHARGES

- Criminal activity includes:
 - assaults
 - assaults with weapons
 - sexual assaults
 - possession of weapons
 - use, possession or distribution of drugs
 - theft or criminal damage
 - cybercrime offences, including:
 - unauthorised modification of data, including destruction of data
 - unauthorised impairment of electronic communications, including service attacks
 - creation and distribution of malicious software, such as ransomware and viruses
 - dishonestly obtaining or dealing in personal financial information.
- When any alleged criminal activity occurs that could seriously threaten the safety, security, or wellbeing of any person or property for which an individual participating in a AllU student exchange occurs, there is a requirement to refer all alleged criminal offences as listed to the local Police.
- In the absence of their parents or carers an independent person to be present for people being interviewed as a suspect.
- The independent person does not give legal advice. It is open to the person being interviewed whether to seek legal advice from a practicing lawyer, as well as support from the independent person.
- Where a student suspect is to be interviewed:
 - the parents and carers of the student are to be advised unless instructed by the Police not to do so
 - ensure that police arrange for a trained 'independent person' to be present at the interview who is not a member of school staff
 - ensure the school keeps a written record of the interview including the reasons for the interview, relevant information about contacting parents/carers and the names of all persons participating in the interview.
- The police contact person, station sub-commander or sub-officer nominee are responsible for:
 - investigating and deciding whether an offence has occurred
 - initiating appropriate police action
 - providing advice to AllU and any third-party Support Officer when requested
 - notifying all relevant parties when a student has been charged with an offence against another person and/or against property
 - assisting AllU to safeguard student/staff welfare by informing all relevant parties of any action taken, the result of information received and offering support as needed

- referring information received concerning a criminal offence requiring investigation to the relevant district or regional crime Support Officer for attention and referral and State Crime Units, if necessary.
- Contact parents/guardians as required.
- Maintain a record of actions/decisions undertaken and times, ensuring AllU has copies.

4.12. DEATH/SERIOUS ILLNESS OF FAMILY MEMBERS

- Report the situation immediately to the onsite Support Officer, who will inform the AllU Incident Management Team.
- Contact parents/guardians.

Concurrently:

- Establish a supervised support room for the individual who may be distressed and unable to manage their emotions.
- Ensure a system to get the individual to and from the support room is in place
- Ensure that the individual is provided with immediate crisis intervention in the form of Psychological First Aid through having easy access to:
 - Factual, accurate, timely information about the death or serious illness.
 - Opportunities to clarify and understand information about the event
 - Age and culturally appropriate activities to support this understanding, taking into consideration psychological needs and any mental health issues
 - Information on coping strategies or Resources for assistance
 - Connecting with others as appropriate such as friends, mentors, colleagues etc.
- Ensure the individual is seen by an appropriate counselling service as soon as possible.
- If travel arrangements are required, AllU will assist with all arrangements, notifying all relevant personnel of the situation and action taken, ensuring that appropriate confidentiality is maintained.
- Maintain a record of actions/decisions undertaken and times, ensuring AllU has copies.

4.13. SERIOUS ILLNESS/INJURY/MENTAL HEALTH ISSUES

- **If a person is seriously ill or injured, call 000 (or the relevant local number) and ask for an ambulance.**
- If the person is unconscious, send for the closest automated external defibrillators
- Send people to flag and direct the ambulance on arrival
- Report the emergency immediately to onsite Support Officer, who will inform the AllU Incident Management Team.
- Stay Calm

- **If serious**, onsite Support Officer will assess the situation and immediately undertake the following steps:
 - Ensure that medical assistance is provided immediately and organise for individual to be transported to the nearest appropriate medical facility if required.
 - Support the process of contacting insurance and nominated emergency contact. On direction from AllU they will also alert Australian/Other Country embassy /consulate.
 - Facilitate necessary procedures until the insurance company and medical experts decide a plan of action and liaise with other parties if necessary.
- If the individual is unable to continue in the program, and travel arrangements are required, AllU will assist with all arrangements, notifying all relevant personnel of the situation and action taken, ensuring that appropriate confidentiality is maintained.
- Contact parents/guardians
- **If not serious**, onsite Support Officer will consult with the individual and support them in seeking medical attention if required, as well as:
 - Prompt the individual to contact their insurance company for advice and appropriate medical facilities.
 - Record any assistance sought and assess whether the injury / illness will impact on an ability to continue to take part in the program.
 - Keep AllU informed and if necessary, AllU will develop an appropriate plan of action to allow the individual to stay with the group.
- Contact parents/guardians
- Maintain a record of actions/decisions undertaken and times, ensuring AllU has copies.

4.14. BREAKDOWN IN HOST FAMILY ARRANGEMENTS

- Situations may arise where a breakdown in host family arrangements finds it necessary to move an exchange student to another homestay host. **Any issue of child safety that is raised must be dealt with and reported alongside this process according to the Child Safety critical incident procedure.**
- Contact parents/guardians.
- Where there are compassionate and compelling circumstances, the onsite warden may request that AllU assess the circumstances and determine whether the student should be moved to another homestay. This could involve changing from one homestay to another homestay but staying at the same school, transferring to another school and therefore requiring a different homestay or having to move into an emergency accommodation arrangement.
- AllU is to ensure there is no gap in the accommodation and welfare arrangements when a student is transferring to another school.

- Where the student is requesting to exit a homestay arrangement, AllU will:
 - Consider a student's request to exit a homestay arrangement and determine whether compassionate or compelling circumstances apply
 - Approve or deny a student's request to exit a homestay arrangement and facilitate the student's transfer
 - If applicable, return any homestay bond to student or facilitate a claim against the homestay bond.
- Where the homestay provider requesting to terminate homestay agreement, AllU will:
 - Ensure the student is provided with at least 2 weeks' notice
 - Approve the termination of the homestay agreement
 - If applicable, return the homestay bond to the student or facilitate a claim against the homestay bond
- AllU should note all the issues raised by the student and/or homestay provider resulting in the breakdown of homestay arrangements, maintaining a record of actions/decisions undertaken and times.

5. AREA MAP

AllU to request a copy of an area map of the school attended by the exchange student that shows the following:

- evacuation assembly area(s)
- external evacuation routes
- surrounding streets
- emergency services access points.

5.1. AREA MAP OF [INSERT SCHOOL NAME]

Date Area Map Validated:	
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6. EVACUATION PLAN

AIU to request a copy of the evacuation plan from the school attended by the exchange student that gives a floor plan for all classrooms used by our school and shows the following:

- the internal layout of the building(s)
- internal evacuation routes
- fire extinguishers (where possible)
- exits
- evacuation assembly area(s)
- a legend.

6.1. EVACUATION PLAN OF [INSERT SCHOOL NAME]

Building Name:	
Date Evacuation Plan Validated:	

Appendix 1

AFFILIATE THIRD-PARTY ORGANISATIONS

Third Party Organisation name, address, website	Contact person name and email address	Services Provided	Contractual Arrangement	SEO Evaluation	Registered/Licensed?	Last Review
Japan Foundation for Intercultural Exchange (JFIE) Shinagawa Crystal Square 5F, 1-6-41 Kounan, Minato -ku, Tokyo 108-0075 Japan https://www.jfie.gr.jp/about/	Atsushi Ikogami Senior Managing Director jfie-inb@jfie.gr.jp	Outbound and inbound student exchange programs	Inbound: Valid for programs starting in calendar year 2026 onward Outbound: Valid for programs starting in calendar year 2026 onward	Ongoing monitoring of performance via feedback from students and end of program evaluations Annual review conducted by General Manager or nominee	TBC	2024 - positive reviews. No student sent to date

Appendix 2

AIU INCIDENT MANAGEMENT TEAM

Key Roles	Name	Mobile	WWCC	WWCC expiry
GENERAL MANAGER	Ken Okamoto	0408 199 732	2302929E	03/05/2026
Assistant General Manager	Mieko Horigome	0456 394 042	2912471E	04/07/2029
Relevant Regional Manager/s	Kylie Cleary QLD	0400 108 348	550715/6	27/03/2027
	Yoshimi Fraser NSW	0449 854 669	0679590E	10/04/2025
	Kate Bamford VIC	0411 803 885	330302	30/09/2025
	Linda Abu Lashin SA	0433 544 328	942740	15/01/2026
	Linda Abu Lashin WA	0433 544 328	942740	15/01/2026

List of Support Officers

Full Name	State	Ph (mob)	Email	WWCC ID Number	WWCC Expiry
TBC	TBC	TBC	TBC	TBC	TBC
TBC	TBC	TBC	TBC	TBC	TBC
TBC	TBC	TBC	TBC	TBC	TBC