



Response to Critical Incidents Policy and Procedures

RESPONSE TO CRITICAL INCIDENTS

POLICY

Contractual agreements in place between AllU and AllU's third-party partner organisations, and confirmed in partner declarations, guarantee that AllU and AllU's third-party partner organisations have policies and procedures in place to respond to critical incidents, including natural disasters, pandemic, terrorism, student illness or injury and breakdown in host family arrangements.

PROCEDURES

AllU provides all stakeholders with 24/7 support and contact:

- 24/7 emergency mobile phone number/s is provided to parents, students and host families.
- Voice messages left out of business hours are recorded and notified to the recipient.
- AllU collects the contact details for each student in their home country, as well as a separate emergency contact who must be a person not living with the natural parents.

As well as round-the-clock support to students, parents, Support Officers, schools and international third-party partners, AllU offers several non-emergency contact options:

- AllU offer direct mobile phone numbers for all Regional Managers.
- Facebook chat
- Email-which is monitored after-hours.

AllU leadership team and all Regional Managers have access from home to AllU's databases so that they can quickly and efficiently handle urgent issues that arise out of business hours.

Emergency contact information lists and information

AllU's Emergency Management Plan and supporting resources include lists of critical contact details, including emergency phone numbers for third-party partner organisations, contact information for consulates and airports, and contact information for Regulating Authorities in Australia.

AllU's database includes:

- comprehensive, regularly updated contact information (including emergency phone numbers) for all third-party partner organisations;
- contact details for host families (in Australia and overseas);
- emergency contact information provided by parents of outbound students (for use in emergency situations when parents cannot be reached);
- contact details for Support Officers (in Australia and overseas).

AllU maintains a written record of any critical incident and remedial action taken by any relevant personnel, Support Officer and/or the Incident Management Team, for at least 3 years after the student ceases to be an exchange student.

AllU also utilises a Risk Management Strategy with a related risk register.

Approval

Responsible Officer	Regional Manager, AllU
Approval Body	General Manager, AllU
Approval Date	30/09/2024
Next Scheduled Review	30/09/2025