



Response to Critical Incidents Policy and Procedures

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RESPONSE TO CRITICAL INCIDENTS

POLICY

Contractual agreements in place between WEP Australia and WEP's partner organisations, and confirmed in partner declarations, guarantee that WEP Australia and WEP Australia's 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

WEP Australia provides all stakeholders with 24/7 support and contact:

- ⇒ WEP Australia's emergency contact
An emergency phone number is provided to parents, students and host families. This line is answered 24/7. WEP Australia's emergency contact is directly linked to the on- duty staff member.
- ⇒ After hours call to WEP's office number
Callers phoning the WEP office, out of business hours, hear a voice message that provides WEP Australia's emergency number. Voice messages left out of business hours are recorded and notified to the recipient.
- ⇒ Student/parent emergency contact
WEP Australia 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, local coordinators, schools and international partners, WEP Australia offers several non-emergency contact options:

- ⇒ Office phone numbers – business hours
WEP Australia offers a 1300 number so that all stakeholders need only pay the cost of a local call, whether phoning from their landline or a mobile.
- ⇒ Online chat – business hours Monitored by staff;
- ⇒ Facebook chat – business hours Monitored by staff;
- ⇒ Email
WEP's CEO monitors emails after-hours and, if necessary, can access all staff email accounts.

Senior staff have access from home to WEP Australia's databases so that they can quickly and efficiently handle urgent issues that arise out of business hours.

Emergency contact information lists and information

WEP Australia's Crisis Plan Emergency Preparedness¹ includes an appendix with lists of critical contact details, including emergency phone numbers for partner organisations, contact information for consulates and transit airports, contact information for Regulating Authorities in Australia and 24/7 contact number for WEP Australia's travel agent, First Travel Group².



WEP Australia's database includes:

- comprehensive, regularly updated contact information (including emergency phone numbers) for all 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 coordinators (in Australia and overseas).

¹ Crisis Plan Emergency Preparedness

² Appendix to the Crisis Plan Emergency Preparedness

Examples of contact are as follows:

- Contacts during COVID crisis related to early return required for inbound student ³.
- Contacts with natural parent related to return arrangements for outbound student during COVID crisis⁴.

WEP Australia maintains a written record of any critical incident and remedial action taken by any relevant personnel, local coordinator and/or the Incident Management Team, for at least 2 years after the student ceases to be an exchange student.

WEP Australia also utilises a Risk Management Strategy Policy⁵ with a related risk register⁶.

For events organised for students e.g., Soft-Landing Camp in Sydney for inbound students, WEP Australia develops and implements an additional risk register related to the event⁷.

Approval

Responsible Officer	Compliance Officer, WEP
Approval Body	CEO, WEP
Approval Date	31/05/2024
Next Scheduled Review	31/05/2025

³ Example of contacts during COVID crisis_inbound program

⁴ Example of contacts during COVID crisis_outbound program

⁵ Risk Management Strategy Policy

⁶ Risk register

⁷ Risk register_Soft-Landing Camp Sydney