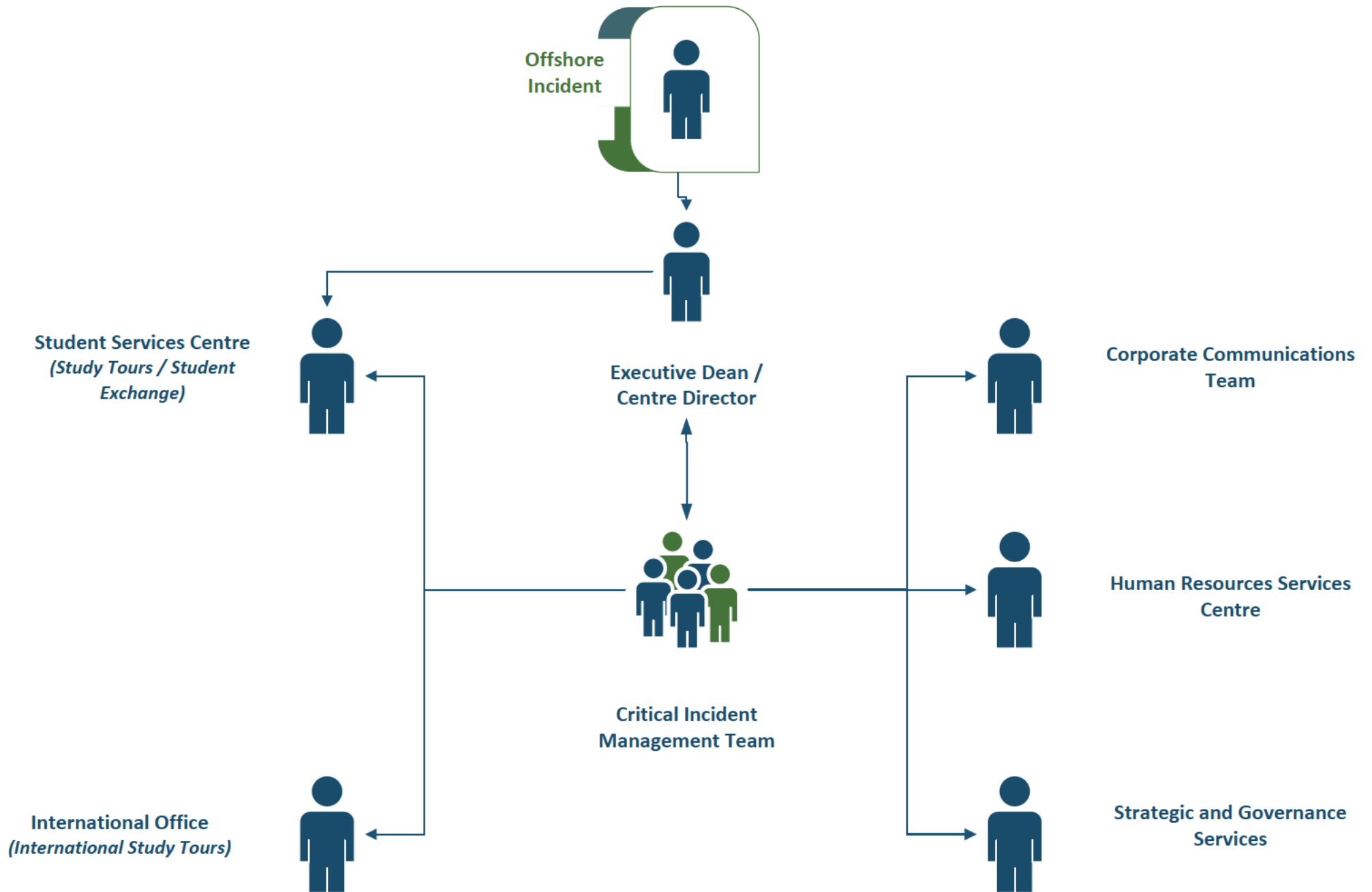


# ECU Critical Incident Management



## Offshore Incident

The following actions will depend upon the incident and severity. Some incidents may be managed at the School, or Centre level with support from various areas within the University.

Incident occurs off shore and involves an International Study Tour.

1. Staff member (Tour Group Leader) contacts Executive Dean, or Associate Dean.
2. Notified member advises the Director, Student Services.
3. Depending upon severity of the incident the CIMT may be activated.

Incident occurs offshore e.g. natural disaster, terrorist incident etc.

### Staff

1. Contact FBSC to query the Travel Approval System (TAS) for staff located in, or transiting through the affected area.
2. If there are no staff in the affected area then no further action is required.
3. If staff are in the affected area:
  - Liaise with their School or Centre to determine if contact has been made, or attempted to be made. If not attempt to contact them directly.
  - Notify HR to ensure appropriate actions are taken to contact family.
4. If the staff member is located in the affected area and safe offer assistance as required.

### Students

5. Contact the Director, Student Services Centre to identify if there are any ECU students in the country on exchange.
6. If there are no students in the affected area then no further action is required.
7. If students are in the affected area then SSC will initiate their incident response process as required.

If the staff member or student cannot be located obtain the emergency contact number issued through the Department of Foreign Affairs and Trade (DFAT) (Website: <http://www.smartraveller.gov.au/>). Use this number to determine if staff have reported to the Australian Embassy or Consulate. If they are subsequently discovered safe then DFAT should again be made aware so they can update their records.