

International Student Emergency Contact Procedures

Ruawai College maintains emergency contact procedures to ensure international students can receive immediate support in the event of an emergency, accident, illness, welfare concern, crisis, or unexpected situation. These procedures support the safety and wellbeing of international students and ensure that the school can contact parents, legal guardians, residential caregivers, homestay caregivers, agents, and emergency services when required.

Emergency Contact Information

Ruawai College will collect and maintain up-to-date emergency contact information for each international student, including:

- Student details
- Full name
- Date of birth
- Year level
- Nationality
- Student phone number
- Student email address

Parent or legal guardian details

- Full name
- Relationship to student
- Phone number
- Email address
- Residential address
- Preferred language
- Emergency contact availability

Residential caregiver or homestay caregiver details

- Full name
- Relationship to student
- Phone number
- Email address
- Residential address

New Zealand emergency contact, if different from caregiver

- Full name
- Relationship to student

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- Phone number
- Email address

Agent details, if applicable

- Agency name
- Agent contact person
- Phone number
- Email address

Medical and health information

- Medical conditions
- Allergies
- Medication
- Doctor or medical centre details
- Health insurance provider
- Insurance policy number
- Consent for emergency medical treatment, where applicable

Collection of Emergency Contact Details

Emergency contact information is collected:

- Before enrolment is confirmed
During the application and enrolment process
- Before the student arrives in New Zealand
- At orientation
- Whenever a student's living arrangements change
- Whenever parents, caregivers, or agents advise the school of updated details

Parents and legal guardians are required to provide accurate and current emergency contact details as part of the enrolment process.

Updating Emergency Contact Details

Emergency contact details must be reviewed and updated:

- At the beginning of each school year
At the beginning of each term, where required
- During orientation for new international students
- When a student changes homestay or residential caregiver
- When a parent, legal guardian, caregiver, or agent changes contact details
- Following any incident where contact details are found to be incorrect or outdated

The International Director, or delegated staff member, is responsible for ensuring emergency contact records are current.

Storage of Emergency Contact Information

Emergency contact information will be stored securely in the school's international student records.

Access is limited to staff who require the information to support student safety and wellbeing, including:

- Principal
- International Director
- International Operations
- Homestay Coordinator
- Designated pastoral care staff
- Office staff, where required in an emergency
- Relevant senior leaders

Emergency contact information may be shared with emergency services, health professionals, caregivers, agents, or parents/legal guardians when necessary to protect the safety and wellbeing of the student.

Emergency Contact Process

In an emergency, the staff member managing the situation will:

1. Ensure the immediate safety of the student.
2. Contact emergency services by calling 111 if police, fire, or ambulance assistance is required.
3. Notify the International Director or delegated staff member as soon as possible.
4. Contact the student's residential caregiver or homestay caregiver.
5. Contact the student's parents or legal guardians.
6. Contact the student's agent, if appropriate.
7. Arrange support for the student, including medical, pastoral, translation, transport, or accommodation support if needed.
8. Record the incident and all contact attempts.
9. Follow up with the student, caregivers, parents, and relevant staff after the emergency.

After-Hours Emergencies

International students and caregivers will be provided with an after-hours emergency contact number for the school.

This number is to be used for urgent matters outside normal school hours, including:

- Student illness or injury
- Student missing from homestay or expected location
- Accident or medical emergency
- Serious wellbeing concern
- Police or emergency service involvement
- Unsafe accommodation concern
- Family emergency overseas
- Travel emergency
- Any situation where the student's safety is at risk

The after-hours contact person will assess the situation and take appropriate action, including contacting emergency services, parents, caregivers, agents, or school leadership as required.

Communication with Parents and Legal Guardians

Ruawai College will maintain effective communication with parents or legal guardians in relation to international students' safety and wellbeing.

In an emergency, parents or legal guardians will be contacted as soon as practical, taking into account:

- The urgency of the situation
- Time zone differences
- The student's immediate safety needs
- The need for accurate information
- Any privacy or legal considerations

Where parents or legal guardians cannot be reached immediately, the school will continue attempts to contact them and will record all contact attempts.

Communication with Residential Caregivers and Homestay Caregivers

Residential caregivers and homestay caregivers must contact the school immediately if:

- The student is missing or cannot be located
- The student is seriously unwell or injured

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- The student is involved in an accident
- There is a serious wellbeing concern
- There is a change in household circumstances
- There is a safety issue in the home
- The student leaves the home without approval
- The caregiver is unable to continue caring for the student

Caregivers must also have access to the school's emergency contact number.

Missing Student Procedure

If an international student is missing or cannot be contacted, staff will:

1. Attempt to contact the student directly.
2. Contact the homestay or residential caregiver.
3. Check the student's timetable, attendance records, known plans, and recent communications.
4. Contact friends, teachers, or relevant staff where appropriate.
5. Notify the International Director or delegated staff member.
6. Contact the parents or legal guardians.
7. Contact police if there are concerns for the student's safety or if the student cannot be located within a reasonable timeframe.
8. Record all actions and contact attempts.

Medical Emergency Procedure

In a medical emergency, staff will:

1. Call 111 if urgent medical help is required.
2. Provide first aid if safe and appropriate.
3. Contact the International Director or delegated staff member.
4. Contact the student's caregiver.
5. Contact the student's parents or legal guardians.
6. Provide relevant medical and insurance information to health professionals where required.
7. Arrange for a staff member or caregiver to accompany the student if appropriate.
8. Record the incident and follow-up actions.

Emergency Accommodation

If a student's accommodation becomes unsafe or unavailable, Ruawai College will arrange suitable temporary care.

This may include:

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- An approved backup homestay
- A police-vetted emergency caregiver
- Another approved residential caregiver
- Temporary care arranged in consultation with parents or legal guardians

Students must not be placed in unsupervised accommodation or left to make their own emergency accommodation arrangements.

Record Keeping

Ruawai College will keep records of:

- Emergency contact details
- Updates to contact information
- Emergency incidents
- Actions taken
- Contact attempts
- Communication with parents, caregivers, agents, and emergency services
- Follow-up support provided
- Any changes to care or accommodation arrangements

Records will be stored securely in the student's international file.

Review of Procedures

These procedures will be reviewed:

- Annually
- After any significant emergency or incident
- When there are changes to legal or Code requirements
- When school processes or staffing changes
- When improvements are identified through practice

Responsibility

The International Director has overall responsibility for maintaining emergency contact procedures for international students.

The following staff may also have responsibilities under these procedures:

- Principal
- International Student Administrator
- Homestay Coordinator
- Designated international pastoral care staff

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- Office staff
- Senior leadership team
- After-hours emergency contact person

All relevant staff will be made aware of these procedures and their responsibilities in supporting international students during an emergency.