

# CONTACT POINTS

Enabling international students  
during critical incidents



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# Agenda

Overview of the Report

Phases

Principles

Priorities

Discussion

What Next?



# Overview

## Aims of the Project

The Project aimed to discuss the critical incident scenarios international students have encountered or that can be foreseen

- What are the messages (e.g. what to do and who to call) emergency and health services want students to know when faced with, or witness to incidents that are life threatening, harmful and/ or criminal?
- What are the best ways to communicate these messages to international students?

Working together with Service Providers and International Students, the research will culminate in a report that will be available across institutions in all education sectors across Victoria and to all local councils.



# What we did (Methodology)

**Phase 1** – We ran workshops with Emergency Services and Health Service Providers to identify key critical incident messages for International Students (December 2018). This resulted in 20 key messages.

**Phase 2** – We ran a series of 6 workshops with International Students, to check for clarity in the 20 key messages (March – May 2019)

**Phase 3** – We ran a workshop with Chinese students to translate the messages (July 2019)

**Phase 4** – Dissemination of Results – Help share messages.



# Principles – aka what we learnt as researchers

Understanding International Students' information seeking /  
encountering behaviours

What you don't know you need, is as important as what you think  
you need

Students need to understand both the context and the language of  
messages

Messages have to be refined for clarity

Data saturation rules apply for the workshops



# Priorities

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Student Understanding and Call to Action is of utmost importance. Some examples:

‘Swim between the flags’

*‘What flags? and Where?’*

‘If you are feeling bad, it is ok to talk to a Health Professional. Your University or College will have free services that are confidential.’

*‘Bad?!’ – this was a bad word to use.*



# Priorities

More examples:

‘Call 000 in an emergency’

*‘What type of emergency? What different numbers? Isn’t it 999?’*

‘Do not leave valuables in a public space’

*‘But school library is not public!’*

**Special note on ELICOS Students – With basic English, in class discussions are important**



# Priorities – Digital Media



The Messages are generally short and sharp – providing context where possible and uses simple terms.

They are meant to be shared on the various social media platforms (with graphics and designs that appeal)





# Where can you find the report?

You can find the report at: <http://www.isana.org.au/wp-content/uploads/2019/08/pressed-quality-spread-v4.pdf>



# Let's chat

