



CRITICAL INCIDENT GUIDELINES

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| Date approved: | 5 April 2006 | Date Guidelines will take effect: | 7 February 2011 | Date of Next Review: | 7 February 2014 |
| Approved by: | Academic Registrar | | | | |
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| Responsible Faculty/ Division & Unit: | Business Solutions Academic Registrar's Division | | | | |
| Supporting documents, procedures & forms of these guidelines: | Privacy Policy Privacy Information Sheet B&G Security Emergency Response Guidelines B&G Security Emergency Checklist Manual OHS Emergency Management Procedures University Critical Incidents Process Map ARD Critical Incidents Checklist Critical Incident procedures for University of Wollongong students participating in the International Exchange Program | | | | |
| References & Legislation | Higher Education Support Act, 2003 (Commonwealth) Education Services for Overseas Students Act, 2000 (Commonwealth) The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students | | | | |
| Audience | Public – accessible to anyone | | | | |
| Expiry Date of Guidelines: | Not applicable | | | | |



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1 Introduction / Background

1. This guideline is intended to provide a clear process for managing critical incidents involving students. This will minimise the risk of independent action and assist in ensuring that each case is managed effectively and compassionately.
2. Our response needs to be timely and professional, and also as personal and sincere as possible. Incidents may vary in terms of the scale of the emergency, the level of response required and the level of media interest. Our response should be adapted, within these guidelines, to meet the needs of each incident.

2 Scope / Purpose

1. This Critical Incident Guideline applies to all UOW students, whether on or off campus unless otherwise stated.
2. Included within the scope of this document are incidents involving students in University Residences.
3. Included in the scope of this document are incidents involving UOW students enrolled at offshore sites (with the exception of UOW Dubai)
4. Excluded from the scope of this guideline are outbound students (ie: students enrolled at onshore sites who are participating in an exchange program). Please refer to the separate Study Abroad Procedure 'Critical Incident Procedures for University of Wollongong students participating in the International Exchange Program'.
5. Some international students may require additional support because they will not have close family available and the University should try to assist in these cases.

3 Definitions

| Word/Term | Definition |
|--------------------|---|
| Critical incidents | <p>An incident can be defined as either a "major" or "minor" critical incident.</p> <p>Major includes the following:</p> <ul style="list-style-type: none"> • Death • Serious injury/illness • Hospitalisation (eg: accident, ill health, incapacitated) • Public health alert • Mental health issue • Emergency medical evacuation • Missing person • Student arrest • Suicide attempt (concerns of welfare of student). Perpetrating or being the victim of crime related incidents (eg: assaults, sexual assaults, robbery) • Anything that involves a threat to a person (eg: stalking, domestic violence, bullying – including cyber bullying) • Reputational effect on the University of Wollongong |



| | |
|-----------------------------------|---|
| | <ul style="list-style-type: none"> • External disaster <p>Minor is anything that does not fall into these categories and can be managed locally.</p> <ul style="list-style-type: none"> • Minor injuries • Petty Theft • Minor vehicle incidents on campus • Incidents out of session that are unrelated to University activities and have no impact on other students or staff • False alarms |
| University Residence | University student accommodation |
| Satellites Campus | Institutions part of the University of Wollongong's network of satellite campuses. These campuses bring university education to their local community. They include Shoalhaven campus, Batemans Bay Education Centre, Bega Education Centre, UOW Southern Sydney and Moss Vale Education Centre. |
| International or overseas student | A student who is not a permanent resident of Australia but studying in Australia with UOW or is studying at an offshore site |
| Student | A person registered for a course |
| Residence Student | A person registered for a course living in University student accommodation |
| Student Services | Refer to the student services website for current information on: disabilities services, counselling services, student support advisors, peer assistance study sessions, learning development, careers services. https://www.uow.edu.au/student/services/about/index.html |

4 Preliminary Action

1. The following actions should be taken by the responsible staff of the Academic Registrar's Division or Accommodation Services Division in the case of Residence students:
 - a. Access the relevant student record to verify details, including contact information.
 - b. Gather background details of the incident from the informing source if possible and appropriate.
 - c. If relevant, confirm with UOW Security that the Police or the relevant emergency services agency has been in contact with next of kin/family/other relevant parties, where appropriate.
 - d. Where the circumstances are considered to have some implications in relation to or arising from the University's public profile, the Vice-Chancellor and Vice Principal (Administration) are to be briefed by either the Academic Registrar or nominated delegate, or General Manager Accommodation Services or nominated delegate, in case of Residence students.
 - e. Check with the UOW Principal Privacy Officer about privacy obligations prior to any discussion with external agencies (including Consulate/Embassy where the student is an international student).



- f. The Academic Registrar (or nominee) or General Manager Accommodation Services (or Student Residence Manager) in the case of Residence students, will provide timely advice to the following (where appropriate and/or necessary).
- i. Chaplain
 - ii. Counselling Services (after discussion with student)
 - iii. Dean of Students
 - iv. All members of the Senior Executive as appropriate. For example:
 - Research students - Vice-Chancellor, Vice-Principal (Administration) and Deputy Vice-Chancellor (Research),
 - International or Study Abroad students – Vice-Chancellor, Vice-Principal (Administration) and Deputy Vice-Chancellor (International),
 - Undergraduate students – Vice Chancellor, Vice-Principal (Administration), Deputy Vice-Chancellor (Academic)
 - i. Relevant Faculty (advising Dean, Sub Dean and relevant Heads of Department)
 - ii. University Residence (if applicable)
 - iii. Wollongong University Students Association Advocacy Officer
 - iv. UniAdvice (where the student is an international student, to facilitate advice to the agent and/or funding authority)
 - v. Manager, Study Abroad (if applicable)
 - vi. Research Students Centre (if applicable)
 - vii. Security Services, if notification is not through that channel
 - viii. Library (for action regarding any loans)
 - ix. Student Support Advisors (for student support)
 - x. ARD Client Service Unit (for student fee issues)
 - xi. Media Manager
- b. Where the student is an international student and family members have already been consulted, advise the Consulate/Embassy (where support such as travel for the family of the student may be available).

5 Recommended Process Involving a Student

1. In the event of a major critical incident involving a student of the University of Wollongong being identified by an external party, the Police or other relevant emergency service agency should contact UOW Security.
2. Where the situation is first identified by (or referred to) UOW Security, UOW Security should contact the relevant emergency service agency.
3. UOW Security has access to student records for the purposes of verifying details to assist emergency services. Particulars of the student's home address are to be provided only in cases where the individual is incapacitated and unable to provide these particulars themselves.
4. UOW Security should immediately alert both the Academic Registrar's Division and the Media Manager. If the student is a residence student then the General Manager Accommodation Services and relevant Student Residence Manager should be contacted.
5. During office hours, the point of contacts are:
 - a. Academic Registrar's Division is the Academic Registrar (02 4221 3943)
 - b. The Media Unit is the Media Manager (02 4221 5942)



- c. Accommodation Services is the General Manager, Accommodation Services (02 4221 5657).
6. It is the responsibility of these officers to judge whether the circumstances are such as to warrant any further immediate action.
7. Where the matter arises after office hours, UOW Security has after hours contact details for key staff.
8. After receiving notification, the Academic Registrar (or nominated delegate) or General Manager, Accommodation Services (or nominated delegate) will assess the situation and organise any additional support required. This may involve liaison with:
 - a. Student Services (Counselling Services, Disabilities Services, Student Support Advisors and/or other relevant parties based on the nature of the event).
 - b. Student Residence Manager;
 - c. The Manager, Study Abroad,
9. Depending on the scale and nature of the event, responsibility for managing the situation might be transferred to another officer within the University. This could include a Senior Faculty Staff Member, Head of a Satellite Campus or a Student Residence Manager.
10. All internal communication is channelled through the Academic Registrar (or nominated delegate) or General Manager, Accommodation Services (or nominated delegate) in case of Residence Students. All comment to the media is through the Media Manager.
11. Any direct contact with the family/next of kin in an official capacity is to be through the Academic Registrar or nominee.

6 Recommended Process for Missing Persons

1. From time to time, parents or other family members of a student, a recent graduate or recent student may contact the University to report that student or graduate as missing. These enquiries should be referred to the Academic Registrar.
2. The Academic Registrar (or nominee) should refer the relative to the Police. However, there are circumstances where the family may be reluctant to pursue that option and if so, the following charitable organisations may be a suitable alternative.
 - a. The Salvation Army (Telephone +61 2 9211 0277) offer a family tracing service. However, due to its international protocol, it will not initiate enquiries in Australia. The student's relatives should be advised to contact the Salvation Army in their home country. The Salvation Army operates in 100 countries. This applies even if the family have arrived in Australia to look for their relative. If the Salvation Army locates the "missing" person, it will request the person to let their family know they are safe.
 - b. Mission Australia (24 hours Support Line - Freecall 1800 227 772) has a Family and Friends of Missing Persons support line. It offers support and a referral service.
3. Depending on the advice provided by the family, Student Services should be consulted to ascertain whether it has had any contact with the student and/or has current contact with the student, through which a message may be passed.
4. There are Privacy constraints to providing student address and other information to family members. If a current student address/email address is on the Student System, the University may offer to send a letter on behalf of or from the family to that address or to telephone using the last known contact numbers on the student's record.
5. The University shall provide advice as requested by the Police in conjunction with the University Privacy Policy.



7 Recommended Process for Student Death

1. Where the student death is first identified by any University party (faculty or administration staff member, student etc) that party should immediately advise UOW Security. UOW Security should contact the relevant emergency service agency if appropriate.
2. Where the student death is first identified by an external party and emergency services are notified directly. Emergency services have been informed to contact UOW Security as their first University point of contact.
3. UOW Security should immediately alert the Academic Registrar's Division and the Media Manager. If the student is a residence student then the General Manager Accommodation Services and relevant Student Residence Manager should also be contacted.

The following steps should be initiated by the Academic Registrar (or nominee).

1. Talk to the relevant faculty Sub Dean to talk through the appropriate actions. These might include:
 - a. Assess the likely scale of impact – friends affected/social networks etc
 - b. Responsibility for internal communications
 - c. Discuss the necessary actions to take to ensure a professional and compassionate response
2. Student System details should be adjusted accordingly
 - a. change personal details to deceased,
 - b. withdraw student from subjects as appropriate and
 - c. change course status to discontinued
3. Financial Services, Fees Unit, the Library and Information Technology Service should be informed to enable adjustment of relevant records
4. In the event of a student death, an appropriate person, who has had some relationship or contact with the student, is to compose a letter conveying condolences. The relevant Dean will be consulted to assist in identifying someone who was familiar with the student. Where the student was a resident, the Student Residence Manager will also be invited to provide input. The Academic Registrar (or nominee) will recommend whether the Vice-Chancellor or another senior person, such as a Dean, should sign the letter of condolence. The final decision will depend on the circumstances.
5. Ensure that any personal effects are returned to the next of kin. For international students bank accounts may need to be closed, and any other personal property disposed of, in consultation with the family.

8 Media Unit

1. The Media Manager is responsible for responding to media enquiries and will, where appropriate, make statements on behalf of the University.

9 Ongoing Liaison

1. The Academic Registrar or nominated delegate and/or General Manager, Accommodation Services or nominated delegate, will take responsibility for managing the case including, where necessary, liaison with:
 - a. Police;
 - b. Medical Services;
 - c. Media Manager - to be kept informed;



- d. Family - ongoing contact (assist with travel and accommodation, as necessary); and
- e. Vice-Chancellor - for information, and where an ex gratia payment is made to assist with travel and accommodation.

10 Roles & Responsibilities

1. University Security Services plays a pivotal role in providing a first or emergency response, and should be the first point of contact.
2. The Academic Registrar's Division is responsible for disseminating information to appropriate people within the University and responding to any special needs that might emerge.
3. General Manager Accommodation Services is responsible for managing the first response to critical incidents involving students who live in a University residence that occur either in residence or off campus.
4. The Media Manager is responsible for responding to media enquiries and will, where appropriate, make statements on behalf of the University.
5. All other University staff have a responsibility to report critical incidents to University Security who will ensure emergency service agencies are appropriately involved and will contact the Academic Registrar's Division or General Manager Accommodation Services for follow up.

11 Version Control Table

| Version Control | Date Effective | Approved By | Amendment |
|-----------------|-----------------|---------------------------------|---|
| 1 | 5 April 2006 | Academic Registrar | New Procedure |
| 2 | 6 May 2009 | Vice Principal (Administration) | Migrated to UOW Procedure Template as per Policy Directory Refresh |
| 3 | 7 February 2011 | Academic Registrar | Review of entire document. Document name change to Critical Incident Guidelines. Process map and checklist created. |

12 Related Documents

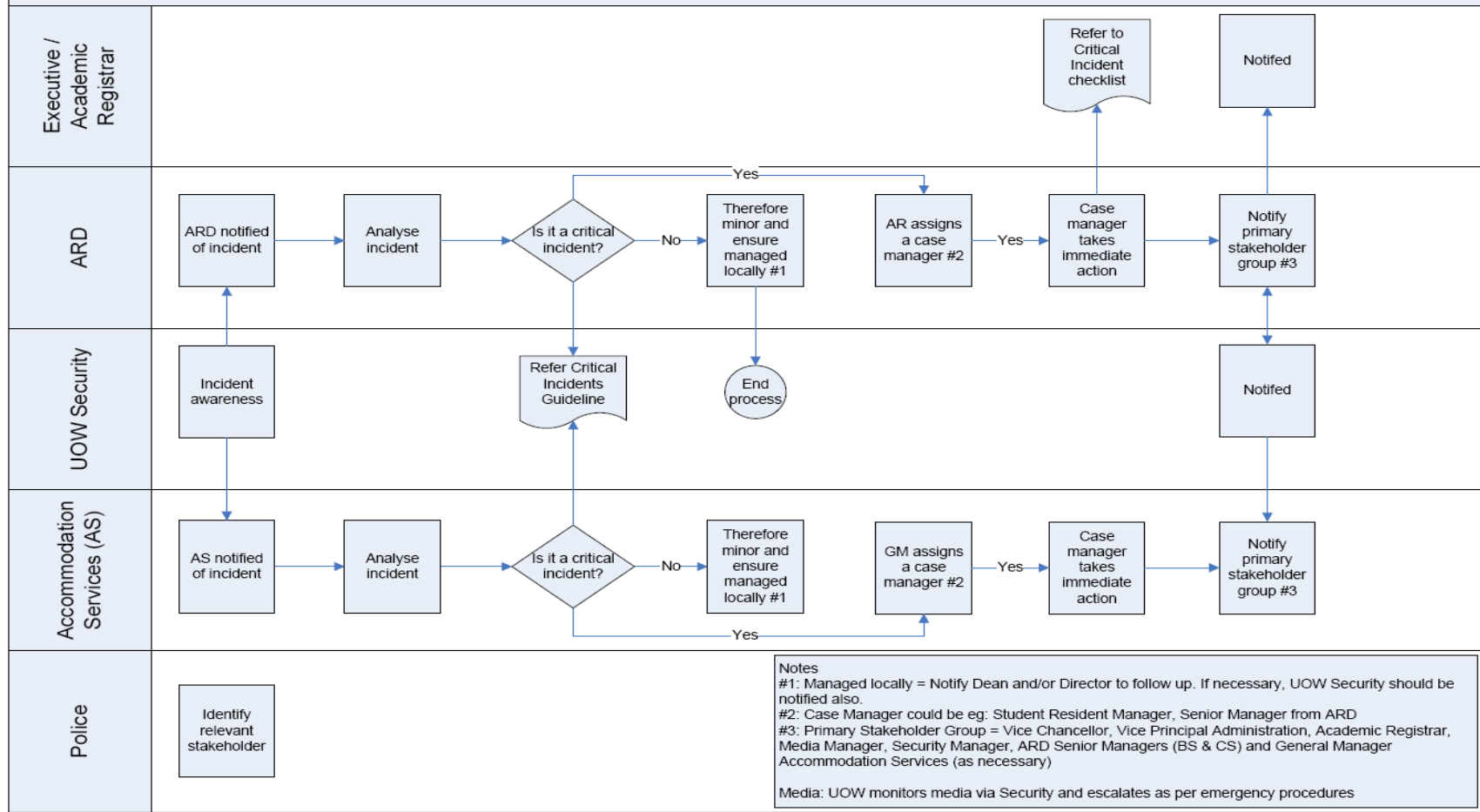
ARD-BS-REF-84 ARD Critical Incidents Checklist

13 Attachments

University Critical Incidents Process Map



ARD Client Services: University Critical Incidents Process Map



ARD-CS-REF-053

June 2010