

# STUDENT CRITICAL INCIDENT POLICY AND PROCEDURE



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## 1 PURPOSE

- 1.1 This policy and procedure acknowledges the importance of having a clear and coordinated process for decision making, managing and reporting critical incidents involving students of CQUniversity by outlining how to respond promptly and appropriately to, and manage critical incidents in an effective, consistent, compassionate and culturally sensitive manner.

## 2 SCOPE

- 2.1 This policy and procedure applies to incidents of a serious nature. A critical incident is defined as:  
A traumatic event or situation or the imminent threat of such (within or outside Australia) which causes extreme stress, fear or injury/significant risk of harm to the physical or mental health, safety or well-being of an individual. It may include:
- death
  - attempted suicide
  - serious injury, life-threatening illness, and drug, alcohol or psychoactive substance overdose
  - unlawful behaviour including physical and/or sexual violence, or crime-related incidents
  - missing student
  - significant mental-ill health issues threatening the safety of self or others.

- where a student, staff member, community member, volunteer, visitor, tenant, or contractor has witnessed a serious incident, and
  - other traumatic events or serious threats.
- 2.2 This policy and procedure applies to students, staff, contractors, visitors and volunteers on all campuses owned or operated by CQUniversity. It is inclusive of domestic and international visiting students studying on campus or via distance education.
- 2.3 This policy and procedure does not apply to incidents which have, or are likely to have, a noticeable and detrimental operational impact on the University. These are managed under the [Business Continuity Planning and Incident Management Policy and Procedure](#).

### 3 POLICY STATEMENT

- 3.1 This policy and procedure provides a framework to ensure that the University's response to a critical incident is effective, consistent, and culturally sensitive and dealt with in a compassionate and timely manner. This includes a response that is:
- managed and/or resolved in a way that is best for the student/s, their families, and for the University
  - reported to relevant University Executive and government agencies, and
  - communicated appropriately to family.

### 4 PROCEDURE

#### Responding to a critical incident

- 4.1 Where a person on campus is aware of a death, an immediate threat to the life of a person or a serious threat to property (such as a fire):
- call 000 and report the incident to the police department or one of the emergency services.
  - following that, report the incident to CQUniversity Security (activate the Emergency function on the "SafeZone" mobile app and/or call 0418 792 982, or 07 4936 1331)
  - record the incident in the Employee Self Service Online (ESSO).
- 4.2 In all other instances:
- contact the Director, Student Experience or nominated staff member
  - if unable to contact the Director, Student Experience or nominated staff member, contact CQUniversity Security (extension 1331 from CQUniversity landline, 0418 792 982 or Use the Safe Zone App on your mobile) and they will direct your call to nominated staff member.
  - record the incident in ESO.
- 4.3 Where the Director, Student Experience believes the reported incident is a critical incident, he/she will advise the Deputy Vice-Chancellor (Student Experience and Governance) to call a meeting of the Student Critical Incident Response Team.

#### Student critical incident response team

- 4.4 Not every incident will be serious enough to warrant the processes of this policy and procedure, and may be resolved by actions of the Student Experience and Governance Division and/or International Directorate. When a Critical Incident is reported, the Student Critical Incident Response Team will meet to coordinate the University's response. The membership of the Team may include:
- Vice Chancellor and President
  - Provost
  - Deputy Vice-Chancellor (Student Experience and Governance)
  - Director, Student Experience

- Deputy Director, Student Life and Wellbeing Centre
- (Head of) Security
- University Solicitor
- Coordinator, Counselling
- Student Ombudsman.

Depending on the incident type or location, the Team may include the following additional members, as determined by the Deputy Vice-Chancellor (Student Experience and Governance):

- relevant Associate Vice-Chancellor or Head of Campus
- Director, Student Residences (where the incident occurs on or involves a student who is housed in a student residence)
- International Director (where the incident involves an international student)
- Coordinator, Indigenous Student Support (where the incident involves an Aboriginal and/or Torres Strait Islander student)
- Deputy Dean (Learning and Teaching) from the relevant school, or nominated staff member
- Coordinator, Inclusion and Accessibility
- Academic staff or supervisors involved with the student
- International Student Services Coordinator for relevant campus
- Manager, Corporate Communications.

- 4.5 The Team will determine its own procedures and will be chaired by the Deputy Vice-Chancellor (Student Experience and Governance) or in his/her absence, the Director, Student Experience.
- 4.6 The Team will be required to meet in a timely manner (wherever possible the same day the incident occurs or is reported) to immediately assess the severity of the situation and discuss the priorities and actions taken, or to be taken, over the first one to two weeks following the incident.
- 4.7 The person best placed should brief the Team on the current facts of situation. Consideration should be given to who has been affected, what is the appropriate first and second response, who should manage that, and who should be informed and consulted. Team members will be allocated roles and responsibilities, as necessary, as part of a plan to coordinate the ongoing management of the critical incident. These actions may include:
- ensuring facts are accurately established and informing the emergency contact/next of kin. Whenever possible, negotiate with the impacted student about alerting the emergency contact/next of kin prior to doing so. If the incident involves the death of a student, the police are responsible for informing the family or next of kin. Where possible, a staff member with counselling training should be designated as a support for family members who may be dealing with extreme shock, grief or trauma associated with the incident
  - accessing the student record to verify student details, and gather relevant information, including address, email, phone numbers, nationality, primary contact, sponsor or agent etc
  - nominating a person to be the main point of contact for others (the hospital, relatives, friends and other parties such as the consulate and police) and that person making it known that they will be available/on call 24 hours a day during incident management.
  - liaising with external agencies, which may include the Crisis Assessment and Treatment Team, doctors, hospital, police, government departments, and relevant Embassy
  - informing Corporate Communications and Student Communications in case the circumstances of the critical incident result in media attention and to assist with the development of internal communications to staff and students
  - If the student is under 18, making provisions according to their nationality status or enacting mandatory reporting where required
  - making relevant referrals for academic and student wellbeing support services

- ensuring priority counselling is provided for impacted individuals in the first days and up to two weeks after the incident. It is noted that timing is important for individuals who have been traumatised by an incident
- providing voluntary group information sessions (facilitated by qualified counsellor) to staff or students directly involved, as required.
- contacting the relevant sponsor. If the student is an Australia Awards student, the Team must have regard to the specified Australia Awards procedures
- managing the recording of the incident in ESSO
- managing and reporting on the critical incident to senior CQUniversity officers, or
- maintaining records, and documenting actions taken and outcomes, to form a Critical Incident Report at the conclusion of the incident.

4.8 Where the student involved is an international student, the Team will include the International Director or nominee and may take the following additional actions:

- if the student is a Study Abroad or Exchange student, contact their Home University or Agent, as they may be in contact with the parents/next of kin or other emergency contact. When the student is over 18 and whenever possible negotiate with the student about alerting their emergency contact/next of kin prior to doing so
- hire independent interpreters (if required)
- liaise with International Student Support Staff (and International Compliance) to place the student on leave and make the necessary report to the [Department of Home Affairs](#) (where required)
- inform the Overseas Student Health Insurance (OSHC) provider
- help the student to obtain legal advice, if needed
- inform the [Department of Home Affairs](#) about the situation and any student visa implications
- there can be costs associated with a critical incident. Where the student's personal or overseas insurance does not cover costs associated with the incident, the student and/or family will need to meet those costs. Consult with International Support Staff about the possibility of accessing funds available through the Traumatic Event and Accident Management (TEAM) program via the University's agreement with Allianz. In exceptional circumstances, the Vice-Chancellor and President may approve financial assistance to assist direct family with travel, accommodation, and other arrangements.

4.9 The Team will ensure careful records are kept throughout the response period. Records will include detailed documentation about each step taken in the response process, including emails, letters and/or records of significant interactions that occur. A note will be placed on the student's central file advising that a file responding to a critical incident has been created.

## Responding to a student in crisis

4.10 Refer to the [Staff Guidelines: Responding to a Student in Distress](#).

## Student report of sexual violence

4.11 **Terms and definitions**

**Responder:** person who is called to respond to the incident/ the alleged perpetrator

**Sexual violence:** there is no universally accepted definition for behaviours that constitute inappropriate sexual conduct, which is sometimes referred to as 'sexual harassment', 'sexual coercion', 'sexual assault', or 'rape'. For the purpose of this document, the term 'sexual violence' will be used that encompasses behaviours that include (but are not limited to) the following:

- uninvited and/or unwelcome comments, threats, and behaviours or requests of a sexual nature that make the targeted individual feel uncomfortable, humiliated, intimidated or offended. This may include online and/or face-to-face encounters, the distribution of sexually explicit images, emails or text messages.

- behaviours of a sexual nature directed at someone who has not given consent or is incapable of giving consent. This may include using verbal coercion, threats and/or physical force by any individual regardless of their relationship to the victim/survivor in any setting.

**Student reporter:** the student disclosing an incident.

- 4.12 This section relates to when the sexual violence is alleged to have been committed by a student or staff member at CQUniversity, on a CQUniversity campus (including study hubs), at a CQUniversity event or while a student is on a University placement. Where the alleged perpetrator is not a CQUniversity student or staff member and the incident occurs on a CQUniversity campus or at a placement, the procedure outlined in sections 4.1-4.9 will apply.
- 4.13 When a student (heretofore referred to as the 'student reporter') reports an experience of sexual violence to a staff member (outside of Student Counselling) the staff member will immediately report to the Director, Student Experience. Staff must inform the student that they may have to identify the student, confidentially, to the Director, Student Experience to ensure campus safety. If the student reporter is uncomfortable identifying themselves the staff member should refer the student to Student Counselling, and notify Student Counselling and the Director, Student Experience of the referral.
- 4.14 All staff involved in reporting and responding to a student report of sexual violence will adopt a non-judgemental, empathetic and unbiased stance.
- 4.15 The Director, Student Experience will promptly engage with relevant individuals to obtain information to adequately assess the situation. This includes consultation with expert consultants as identified within the University and external to the University (including police where necessary) to determine action to be taken.
- 4.16 Decisions about the case will be made by the Director, Student Experience, in consultation with expert consultants and appropriately communicated to all parties.
- 4.17 Actions to be taken may include;
- assisting the student reporter who made the allegations to report the incident to the police (ensuring the student is aware of all of their reporting options)
  - referring the student reporter who made the disclosure to student counselling and where appropriate external services
  - seeking advice from the student reporter and/or internal/external services (i.e. Access and Capacity-building Team, Queensland Health) to ensure the University's response is culturally sensitive and considers student's religious beliefs and other cultural considerations
  - seeking advice from the student reporter and/or internal/external services to ensure the University's response is sensitive to the student's gender/sexual orientation
  - ensuring that the student or staff member responding to the allegations is also provided support through student or staff counselling
  - considering what actions may need to be taken for the safety of the student reporter who alleged the sexual violence pending resolution of any staff or student discipline proceedings, using the procedures available in those policies, procedures or other rules. This may involve suspending the responder/alleged perpetrator or taking other measures to ensure safety for all on the campus. This may include but is not limited to:
    - establishing a safety plan for the student reporter and any other students or staff impacted
    - wherever possible take direction from the reporting student about their wishes
    - ensuring staff are available to chaperone or be present at campus events (including lectures and tutorials), where required
    - ensuring that a flag is placed against student/s responders record to alert nominated staff if the student responder re-enrols in the future and to implement measures to ensure student safety (message to be generic to protect privacy)
    - place conditions on the responders ability to attend events (such as field trips or graduation ceremonies) where the student reporter is also present

- all necessary measures taken to ensure communication with the student reporter is received (i.e. using multiple modes including face to face, phone, email, SMS) for the purpose of communicating to ensure the student's safety, and
  - adhere to mandatory reporting legislation, where the student reporter is under the age of 18.
- 4.18 When the responder/alleged perpetrator is a professional registered with a governing body, the outcome of investigation/severity of alleged sexual violence will be disclosed confidentially to the nominated staff member from the School. The nominated staff member will be responsible for reporting the incident to governing bodies i.e. APHPRA, as required.
- 4.19 When the disclosed incident of sexual violence is a criminal matter it will be referred to police for external investigation. In the event that an external investigation is carried out by police, an internal investigation will not proceed. The University will be responsible for responding to the incident and putting appropriate supports in place and will do so in consultation with Police, to ensure the measures do not compromise the external investigation.
- 4.20 Where there is an external investigation and the reporting student is an international student, they are permitted to leave Australia and the case will continue to be investigated.
- 4.21 Resources (including staff) will be made available to deal with the incident appropriately, considering the type of sexual violence and or location.
- 4.22 Refer to the [Staff Guidelines: Responding to a Student Who Makes a Disclosure of Sexual Harassment or Sexual Assault \(Sexual Violence\)](#) for further information.

### Missing student

- 4.23 When a student is reported missing from their place of residence, the appropriate staff member will gather information, make an initial assessment, and report to the Director, Student Experience. To make an initial assessment, the appropriate staff member will:
- access the student record to verify details and to gather information, including address, email and phone numbers
  - establish whether the student has been attending classes, submitted assignments, used Moodle, engaged with supervisor, or had recent contact with classmates, staff, and/or administrators
  - confirm that the student has not applied for leave of absence or cancelled their enrolment
  - confirm with University Security the student's building access activity around campus, when relevant
  - confirm if the student has been seen in or around the residence (for residential students)
  - determine whether the student is sponsored or on exchange (for international students)
  - request International Compliance check whether the student is onshore or offshore (for international students)
  - ascertain whether the student has recently accessed services from the Counselling Centre, other Student Life and Wellbeing Centre services and/or the Student Ombudsman.
  - contact the student (via University and other email address, telephone/SMS) to advise that concerns have been expressed about their personal welfare and that if they do not respond within a reasonable time, the Director, Student Experience will notify their emergency contact, and
  - summarise information, including the contact details of the person who reported the student as missing, and report actions to the Director, Student Experience.
- 4.24 Unless there is a reasonable belief that contact is necessary to prevent or lessen a serious and imminent threat to the life or health of the missing student, in assessing whether or not a student is missing, staff members cannot disclose the student's personal information to any third party, including family or friends.
- 4.25 If the person reporting a student as missing has serious concerns about the student's personal and mental welfare, encourage the person to contact the local police department.

- 4.26 For residential students, if the student reported missing replies within a reasonable time from the initial contact from the staff member, the student will be requested to make an appointment with the Director, Student Residences to determine whether or not further support is required.
- 4.27 If the student does not reply to the initial email and phone call within a reasonable time, the Director, Student Experience, or nominee will:
- inform the emergency contact, and
  - request the local police department conduct a welfare check.
- 4.28 In the event that the local police department confirms that the student is missing, or the Director, Student Experience is satisfied that the circumstances surrounding the report of the missing student gives rise to a critical incident, he/she will advise the Deputy Vice-Chancellor (Student Experience and Governance) to call a meeting for the Student Critical Incident Response Team. The Team will take over coordination of the CQUniversity response to the incident.

### **Death of a student**

- 4.29 Refer to the [Acknowledgement of Deceased Persons Procedure](#).

### **Conclusion and review**

- 4.30 At the conclusion of a critical incident, the Student Critical Incident Response Team will:
- arrange access to appropriate counselling support for the staff involved in the management of the critical incident
  - review, with relevant staff involved, the management and responses to the critical incident, with a view to identifying improvements to the procedure and to the future management of critical incidents
  - update the Critical Incident Report, documenting actions taken and outcomes
  - thank the internal and external parties involved in responding to the incident, and
  - ensure a report is made to the Crisis Management Control Group and Senior University stakeholders.

### **Privacy: information management**

- 4.31 Staff may disclose the identity of students to other staff for the purpose of managing and reporting on a critical incident.
- 4.32 When the incident is a disclosure of sexual violence the staff member may only disclose the identity of the student reporter to the Director, Student Experience, and Student Counselling, where required. The Director, Student Experience will manage the disclosure confidentiality and make a decision about whether or not the student's identity needs to be further disclosed in order to manage the critical incident.
- 4.33 The [Information Privacy Act 2009](#) (Qld) permits the University to disclose personal information about someone to a party outside the University where:
- a person consents in writing to their personal information being disclosed, or
  - the University believes on reasonable grounds that the disclosure is necessary to lessen or prevent a serious threat to the life, health, safety or welfare of an individual or to public health, safety or welfare.

## **5 RESPONSIBILITIES**

### **Compliance, monitoring and review**

- 5.1 The University's response to each critical incident will be adapted/implemented within the parameters of this policy and procedure to meet the needs of each incident.
- 5.2 The Deputy Vice-Chancellor (Student Experience and Governance) is responsible for monitoring, reviewing and ensuring compliance with this policy and procedure.

- 5.3 The Director, Student Experience is responsible for the implementation of this policy and procedure.

### **Staff training**

- 5.4 The People and Culture Directorate and the Student Experience Directorate are responsible for, and committed to, delivering student critical incident awareness training and information to all staff. Training and information will be made accessible via a range of modalities, including face-to-face training, online training and published materials.

### **Reporting**

- 5.5 The Incident Report Form will be completed as determined by the Team and filed in ESSO.
- 5.6 The Director, Student Experience will report to the Vice-Chancellor's Advisory Committee on the management of student critical incidents annually.

### **Records management**

- 5.7 All documentation relating to a critical incident and the University's response is to be maintained in a recognised University recordkeeping system.
- 5.8 Records specifically relating to Counselling are to be kept in the University's Customer Relationship Management Software, Sugar CRM, separate to the critical incident reporting, and must remain private and confidential.

## **6 DEFINITIONS**

- 6.1 Terms not defined in this document may be in the University [glossary](#).

### **Terms and definitions**

**Emergency contact/next of kin:** the person nominated by the student in the Student Management System, Student One as their emergency contact, or where that person is unavailable, next of kin, family, or other person if appropriate.

**Responder:** person who is called to respond to the incident/ the alleged perpetrator

**Sexual violence:** there is no universally accepted definition for behaviours that constitute inappropriate sexual conduct, which is sometimes referred to as 'sexual harassment', 'sexual coercion', 'sexual assault', or 'rape'. For the purpose of this document, the term 'sexual violence' will be used that encompasses behaviours that include (but are not limited to) the following:

- uninvited and/or unwelcome comments, threats, and behaviours or requests of a sexual nature that make the targeted individual feel uncomfortable, humiliated, intimidated or offended. This may include online and/or face-to-face encounters, the distribution of sexually explicit images, emails or text messages.
- behaviours of a sexual nature directed at someone who has not given consent or is incapable of giving consent. This may include using verbal coercion, threats and/or physical force by any individual regardless of their relationship to the victim/survivor in any setting.

**Student reporter:** the student disclosing an incident.

## **7 RELATED LEGISLATION AND DOCUMENTS**

[Acknowledgement of Deceased Persons Procedure](#)

[Education Services for Overseas Students Act 2000](#) (Cwlth)

[Information Privacy Act 2009](#) (Qld)

[National Code of Practice for Providers of Education and Training to Overseas Students 2018](#) (Cwlth)

[Risk Management Policy and Procedure \(FMPM\)](#)



[Staff Guidelines: Responding to a Student in Distress](#)

[Staff Guidelines: Responding to a Student Who Makes a Disclosure of Sexual Harassment or Sexual Assault \(Sexual Violence\)](#)

[Student Welfare and Support Policy](#)

[Younger Overseas Students Under 18 Policy and Procedure.](#)

## 8 FEEDBACK

8.1 University staff and students may provide feedback about this document by emailing [policy@cqu.edu.au](mailto:policy@cqu.edu.au).

## 9 APPROVAL AND REVIEW DETAILS

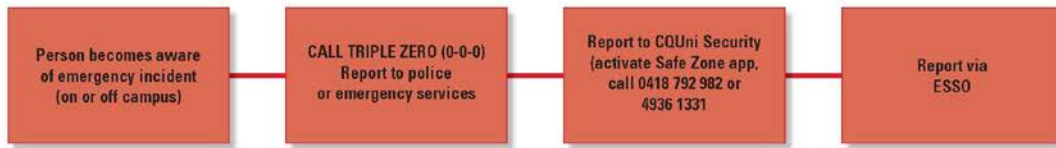
Approval and Review	Details
Approval Authority	Vice-Chancellor and President
Advisory Committee to Approval Authority	Vice-Chancellor's Advisory Committee
Administrator	Director, Student Experience
Next Review Date	4/07/2021

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Notes	

CQUniversity acknowledges its reference to the [Australian National University's Student Critical Incident Policy and Procedure](#) in developing this document

# STUDENT CRITICAL INCIDENT RESPONSE PROTOCOLS (ON SITE OR ONSHORE)

Where a staff member is aware of a death, an immediate threat to the life of a person or a serious threat to property (such as a fire):



Where a Critical Incident involving a student of CQUniversity is identified by an internal party (i.e., student, staff or visitor) or an external party (e.g., Police):

