Student Critical Incident Management Guidelines

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Purpose

The Student Critical Incident Management Guidelines accompany the Student Critical Incidents Response Policy and Procedures. They provide a detailed response guide for the Response Coordinator and Critical Incident Coordinating Team (Coordinating Team). The Guidelines are supplemented by specific critical incident category Checklists. The Guidelines outline the steps responsible areas undertake to identify, assess, respond, manage and report critical incidents involving University of Adelaide students as identified in the Policy and Procedures.

Guideline scope

A student critical incident may be reported via an external agency, a member of the public, staff, fellow student or an affected individual. Following a critical incident report, the steps for managing the incident are as follows (Excluding Natural Disasters – see Natural Disaster check list)

Actions

STEP 1: Immediate Response to a Critical Incident

Once any member of the University Community has become aware of a student critical incident the following steps must be taken to support the safety and well-being of impacted student(s) and ensure key stakeholders are informed.

- Contact Emergency Services (Police, Fire, Ambulance) or other local emergency services as appropriate.
- Contact Campus Security Emergency on 08 8313 5444.
- Campus Security will formally log the incident and will inform the Response Coordinator.
- The Response Coordinator will assess the incident to coordinate any immediate action to be taken.

The Response Coordinator will notify the Director Student Life about the incident asap by phone, Short Message Service (SMS) or email using the following communication protocol:

Subject Header	Explanation
Student Critical Incident – Notification	Student ID, Name and Program/Faculty
	Providing factual details about the incident.

The Response Coordinator and Director Student Life will determine the nature of the incident, if the incident is critical, noting whether or not the incident has occurred within or outside Australia and whether the student/s is a domestic or international student. Critical Incident types include:

- death
- attempted suicide or self-harm,
- serious injury
- life-threatening illness
- drug or alcohol overdose
- severe verbal aggression
- physical, sexual or other abuse
- missing student

- student arrest

The Response Coordinator will convene a Coordinating Team as outlined on the relevant Critical Incident Checklist.

Where a Critical Incident arises in the context of a partnering arrangement, ie with a third party provider, the Critical Incident policy and procedures of that partner institution will apply. The Response Coordinator will liaise with the relevant partner institution regarding management of the incident to support student safety and wellbeing. These Critical Incidents will be included in the University of Adelaide annual Critical Incident report.

STEP 2: Assessment and Action for Response Coordinator

The Response Coordinator will assess the incident and develop the response accordingly, including;

- Determining if there are HSW concerns as listed in the HSW handbook- Emergency Management, Hazard Management, Reporting and Investigation, and Corrective Actions and contacting the Director Health, Safety & Wellbeing as appropriate.
- Informing the Vice-Chancellor, Executive Dean (relevant Faculty), DVC Academic, Executive Director, Student Experience, General Counsel and other appropriate senior managers of the nature of the Critical Incident and of the initial response as appropriate.
- Informing Chief Risk Officer where appropriate.
- Informing DVC External Engagement, to support the development of a strategy for dealing with media enquiries if required. The Coordinating Team will include a member of External Engagement as required.
- Notifying the Manager of Student Affairs to inform the Director, Student Administration to manage descendent data (update the program status), and consider a fee reimbursement or waiver, depending on the nature of the critical incident.
- Convening the Coordinating Team depending on the nature of the Critical Incident - including a representative from the Faculty, HSW team (where appropriate), Student Counsellor, Global Engagement team (where appropriate), International Student Advisors (AAS and Sponsor Partners, where appropriate), U18 International Student Welfare Officer (where appropriate), and Adelaide University Union (YouX) (where appropriate).

STEP 3: Implementation of Response Plan by Critical Incident Response Coordinating Team

The Coordinating Team will coordinate the actions taken and decide on the tasks that need performing immediately and the timing of follow up tasks utilising the relevant Critical Incident Checklists. Actions include:

- Liaise with emergency services or authorities, if required.
- If a student is incapacitated or requests additional support with liaising with the health system, or where the Critical Incident has affected the student's capacity for self-advocacy the Coordinating Team will contact appropriate doctors, hospitals, Mental Health Triage Service or other services or professionals in order to make appointments or provide supported referrals to the student/s as needed.
- Response Coordinator to determine tasks and responsibilities within the Coordinating team including whose responsibility it is to notify key stakeholders and emergency contact.

- If the Critical Incident involves the death or life-threatening condition of a student, the police or relevant health authority will be responsible for informing the family or next of kin. For other situations, the Response Coordinator (or nominee) will contact the student's next of kin, family or nominated emergency contact when and where appropriate based on the individual student situation and the wishes of the student.
- In the case of families who are not fluent in English, make appropriate arrangements for using interpreter services or utilise the relevant Student Counsellor with language skills.
- Develop a list of people who need contacting and who need regular communication throughout the response process. For example - Head of School, Student Engagement team, Parents /or emergency contact and Consulate where relevant.
- The Response Coordinator in consultation with appropriate internal staff will establish the necessary links with external agencies to determine communication protocols.
- Monitor the need for counselling for those affected by the incident.
- All staff who are assisting in a Critical Incident must act in accordance with the University's Privacy Policy.

STEP 4: Follow up and Support by Critical Incident Response Coordinating Team

- Maintain contact with student(s) and/or emergency contact(s) after a Critical Incident, as required with particular reference if the student is a regional or Overseas Student.
- Where appropriate, the Response Coordinator in consultation with Manager Student Affairs will coordinate condolence correspondence to the student's immediate family. These may include letters from Support Services staff, a Head of School and/or Executive Dean and the Vice-Chancellor and President.
- Following an incident, the Coordinating Team will arrange for timely and appropriate support for students that where directly and/or indirectly affected.
- The Coordinating Team will provide information on the Employee Assistance Program for staff impacted by any critical incident.
- Where appropriate the Coordinating Team will contact the Adelaide University Union (YouX) or Adelaide University Sport where the Critical Incident involves a student who is a member of a club, association or holds an elected officer bearer position, to support appropriate responses and follow up.
- Prepare information about the Critical Incident for the University community where appropriate and determine the most appropriate way in which to distribute this information.
- Send thank you correspondence to all those who have contributed to responding to the incident. This may include University staff (and in situations involving overseas students – the Consulate or Agents) and the relevant student associations.

STEP 5: Record and documentation of incident by RC

- Use the Critical Incident TEQSA template to record the student critical incident and save the completed checklist in the student file on Content Manager.
- Where relevant, obtain the necessary insurance documentation from the Risk Services and assist in the facilitation of the claims process.
- Report notifiable events to Risk Services as soon as they become evident by completing and submitting the Notifiable Event Summary and Risk Assessment Form. Report any changes or updates in the circumstances of a previously reported notifiable event to Risk Services.

- In accordance with the Tertiary Education Quality and Standards Agency (TEQSA) Act 2011 and Education Services for Overseas Students Act 2000, the Director Student Life or delegate will determine Critical Incidents that require reporting to TEQSA and Department of Home Affairs. The TEQSA reporting template will be provided to International Compliance for lodgement with TEQSA no later than 14 calendar days following the University's knowledge of the incident.

STEP 6: Final Review by RC

- Hold a review with relevant staff involved in the management and response to the Critical Incident, with a view to identifying improvements to the procedure and to the future management of incidents.
- A report of outcomes of the review will be provided to Director Student Life.
- The Coordinating Team will provide an opportunity for all staff who played a significant role in the response to participate in a review session.
- Make any final updates to the Critical Incident Register and the secure electronic file including documenting actions taken and outcomes.
- The Director Student Life will provide an annual report outlining Student Critical Incidents to Council.

Recordkeeping

Critical Incident checklists support the Student Critical Incidents Response Policy and Procedure and Guidelines. The Checklists provide a record template for any student critical incident including details of the incident, those affected and the remedial actions taken.

Once completed, the checklist must be stored as below. Record actions taken on the checklist and key points summarised on Critical Incident TEQSA form. Files are saved using the standard file naming convention of "Student ID Name" in the below location.

ACTIVITY	RESPONSIBILITY	STEPS
Keeping accurate and timely records of all actions relating to critical incident	All staff involved in Critical Incident	- Record all notes within 48 hours of action on Penelope. - Update checklist to track action taken.
Complete Critical Incident TEQSA form	Critical Incident Management Response Coordinator or Delegate	- Record all notes within 48 hours of action. - Email completed form to Director of Student Life. - Save file on S:Drive.
Maintain Critical Incident Register	Critical Incident Management Response Coordinator or Delegate	- Ensure details captured in central critical incident register at the conclusion of the incident.

ACTIVITY	RESPONSIBILITY	STEPS
Create Content Manager file	Critical Incident Management Response Coordinator or Delegate	• Upload all relevant documents including Checklist, TEQSA notification, emails and associated documents into student Critical Incident Content Manager file.

Location of checklist:	S:\DVCA\Student_Services\Student_Support\STUDENT LIFE ALL\Critical
Penelope Case Management/CRM	
Content Manager	Student file, and maintained in accordance with the University's records management policy.

Appendix 1 – Student Critical Incident External Resources

External Department	Location/Link	Phone No.
Emergency Services, Police Fire, Ambulance		000
SAPOL	https://www.police.sa.gov.au /	131 444
Dept. of Foreign Affairs and Trade (DFAT) - 24-hour Consular Emergency Contact	http://dfat.gov.au/	1300 555 135
Department of Home Affairs	https://www.homeaffairs.gov.au/	1300 558 287

Appendix 2 - TEQSA Reporting

Critical incident – Template for TEQSA

Educational Compliance Notification Date	
Incident type	
Incident date and location	
University notified	
Other persons / departments notified	
Student Id	
Residency status	
Actions taken by University	
Further information	
Status as of	