

## Critical Incident Management Procedure

### 1. Purpose

This Critical Incident Procedure and Response Plan supports the Critical Incident Management Policy in ensuring clear, consistent, timely and coordinated processes for managing Critical Incidents, to limit the impact on students and staff of the College. It also provides guidance to staff on escalation protocols and responsibilities in the event of a Critical Incident.

The Procedure complies with all relevant legislation identified in Section 13 of the Policy.

### 2. Scope

This Procedure applies to:

- (a) all domestic and international students enrolled in a College award or non-award program; and
- (b) all College staff.

### 3. Definitions

- (a) A Critical Incident is an acute or serious event that has caused immediate physical or psychological harm, or an imminent threat of harm, and requires urgent action.
- (b) Critical Incidents can include, but are not limited to:
  - death of a student or staff member;
  - serious injury or serious threat of injury (may include a serious injury or health problem which prevents the student continuing with or completing their course);
  - attempted suicide or self-harm or imminent risk of suicide or self-harm;
  - missing student or staff member;
  - mental health episode requiring involuntary hospitalisation;
  - natural disaster located away from UNSW College;
  - student arrested or detained;
  - assault, including sexual assault, domestic violence or robbery, severe verbal or psychological aggression;
  - drug or alcohol abuse; and
  - other serious events involving media attention.

### 4. Key Contacts in responding to a Critical Incident

Key contacts in responding to a Critical Incident are provided in the following table:

Table 1: Key Emergency Contacts:

Incident	Contact Person / Entity	Hours of Operation	Contact Details
24/7 Emergency Response & Support anywhere on UNSW campus	UNSW Security Services	24/7	(02) 9385 6666 Gate 2, Main campus
Critical Incident Student Support	Student Wellbeing Team	Monday to Friday: 9 am – 5 pm	(02) 8936 2222 Level 1, L5 Building
Emergency Services	Ambulance, Police, Fire	24/7	000
Crisis support / suicide prevention	Lifeline	24/7	13 11 14
Mental Health	Mental Health Line for students	24/7	(02) 9385 5418
Medical	UNSW Health Services	Monday to Thursday: 8.15 am – 6 pm Friday: 8.15 am – 5.15 pm	(02) 9385 5425

## 5. Notification of a Critical Incident

- (a) Anyone can notify the College of a Critical Incident.
- (b) Notification of a Critical Incident may be received from, as applicable:
- student or staff self-disclosure;
  - Another College staff member;
  - student's parent, classmate or friend;
  - Staff member's spouse, emergency contact, next of kin or friend;
  - student's accommodation provider;
  - UNSW Campus Security;
  - NSW Police.

## 6. Steps taken after report of a Critical Incident

All Critical Incident responses will be effective, timely and compassionate and follow trauma informed principles of safety, trust, choice, collaboration, empowerment and respect for diversity.

### 6.1 Incident Classification

- (a) Any person can report a Critical Incident relating to a student or staff member.
- (b) The report is received in the first instance by the Senior Manager, Student Wellbeing who is the College Critical Incident Response Manager (CIRM). The Senior Manager, Student Wellbeing will notify the Head of Student Experience and together, they will assign a Case Manager to the Critical Incident. Any Critical Incident involving Staff will be reported immediately to the Chief of Staff or nominated delegate, who will assign a Case Manager and oversee and manage the staff support response plan.
- (c) If the Critical Incident has the potential to impact the wider student or College community, the Head of Student Experience will be the Case Manager. In this instance, senior UNSW officers will be kept informed and responses by the University and the College will be co-ordinated where appropriate.
- (d) To assist in ensuring appropriate responses, the Senior Manager, Student Wellbeing and Student Wellbeing team will make a determination of the Critical Incident category, using Schedule 1 as a guide.

### 6.2 Assessment of immediate support

- (a) An assessment of support needs for the student or staff member is undertaken by the Senior Manager, Student Wellbeing, the Case Manager and Head of Student Experience (the Student Wellbeing Team), to promptly address immediate safety, physical and mental health needs.
- (b) The Case Manager assigned to the Critical Incident will undertake direct engagement with the student or staff member throughout the process.
- (c) Support provided may include:
  - liaison with the student or staff member's family;
  - arranging medical assistance;
  - emergency accommodation,
  - engaging the services of a counsellor or other psychological support professional;
  - liaison with external emergency services, either through UNSW Security or the NSW police and / or other emergency services; and
  - liaison with accommodation providers.

### **6.3 Creation of Response Plan**

- (a) The Student Wellbeing Team meets (either in person or online) to create a Critical Incident Response Plan (Response Plan), tailored to the needs of the specific Critical Incident and its category.
- (b) Considerations taken into account in the development of the Response Plan include:
  - identification of strategies and services required to prioritise the safety of the student or staff member, if there is imminent risk to wellbeing;
  - decision as to whether the Critical Incident is such that emergency services should be contacted;
  - assessment of whether additional support services might be required either immediately or at some stage throughout management of the process;
  - determine whether other College students or staff have been affected by the Critical Incident and if so, organise appropriate support;
  - if the Critical Incident involves a student:
    - determine whether communication with the student's emergency contact is required;
    - if the student is under the age of 18 years old, communicate with the student's parent or legal guardian;
    - assess whether there may be either short term or long-term impacts on the student's health and wellbeing which may affect the student's studies and if so, plan appropriate support arrangements.

### **6.4 Response Plan approval**

Once completed, the Response Plan is reviewed and approved by the Critical Incident Committee if it has been convened, and by the Head of Student Experience (for student incidents) or Chief of Staff (for staff incidents) if the Critical Incident Committee has not been convened

### **6.5 Assignment of Response Plan responsibilities**

Once completed and approved, , responsibilities for actions within the Response Plan are assigned to appropriate staff.

### **6.6 Student or Staff Member Engagement**

The Response Plan will include reference to engagement with the student or staff member and the family, which will typically entail:

- (a) communication with the student or staff member as soon as possible after receipt of the Critical Incident notification;
- (b) seeking consent of the student or staff member as to the Case Manager being the College contact providing and coordinating support;



- (c) discussing immediate and longer-term support needs with the student or staff member;
- (d) checking to see if there is anyone the student or staff member would like the College to contact;
- (e) ensuring regular and ongoing contact between the Case Manager, the student or staff member and any other stakeholders involved in the Critical Incident, monitoring outcomes and providing progress updates.

### **6.7 Documentation of Critical Incident**

The Senior Manager, Student Wellbeing is responsible for ensuring complete and accurate documentation of the Critical Incident, responses and the outcome, all of which must be retained for a minimum of two years after the student has completed their studies at the College.

### **6.8 Closure of Critical Incident**

- (a) A determination is made as to when the situation has de-escalated to a point at which it would no longer be considered an ongoing Critical Incident.
- (b) An assessment is undertaken as to whether any further wellbeing support is required for the student or staff member, with the Case Manager linking the student or staff member to relevant ongoing support.
- (c) Management of the Critical Incident is reviewed and any ensuing recommendations are captured in the Critical Incident Report, which is considered by the Critical Incident Committee.
- (d) The Critical Incident Register is updated and closed off, with the Critical Incident Committee responsible for the implementation of any recommendations for future management of incidents.

## **7. Critical Incident Committee**

- (a) The Critical Incident Committee is convened by the Head of Student Experience where an incident is classified as major (refer to Schedule 1) or where an incident is classified as critical and the Head of Student Experience deems it necessary.
- (b) The Critical Incident Committee membership comprises:
  - Executive Director, Students (Chair);
  - Executive Director, Academic;
  - Head of Student Experience (Committee Coordinator);
  - Senior Manager, Student Wellbeing (Critical Incident Response Manager)
  - representative from Legal and Compliance; and
  - assigned Case Manager, as required.
- (c) When convened, the Critical Incident Committee:
  - is informed at the time the Critical Incident notification is received and kept apprised of College immediate responses by the Head of Student Experience, before reviewing and endorsing the Response Plan;

- monitors ongoing management of the Critical Incident;
- coordinates advice from the College’s Legal and Compliance team when appropriate;
- considers whether DHA, DFAT and/or other relevant Embassy or Consulates should be notified of the Critical Incident;
- ensures that appropriate senior UNSW staff are informed and kept updated where appropriate;
- receives the Critical Incident Report on closure of the incident; and
- is responsible for implementation of any recommendations for future management of Critical Incidents, arising from the Critical Incident Report.

## 8. Media Enquiries

All media enquiries and communications to or from the media in relation to a Critical Incident, must be escalated to the College Chief Executive Officer via the Executive Director, Students.

## 9. Critical Incident Register

All Critical Incidents must be recorded in the secure, locked down Critical Incident Register.

The Senior Manager, Wellbeing and / or the Student Support Manager are responsible for the completion of a Critical Incident Report, using a standard template. It is the responsibility of the Head of Student Experience to ensure that this is accurate and reviewed by the Critical Incident Team on conclusion and/or throughout management of the incident.

## 10. Guides for Specific Types of Critical Incidents

Schedule 2 provides guidance in managing specific types of critical incidents.

## 11. Roles, responsibilities and delegations

Role	Responsibility
Senior Manager, Student Wellbeing	Manages and coordinates the response to individual Critical Incidents, including oversight of support provided for affected students, liaising with family / next of kin, service providers and government agencies
Head of Student Experience	Is responsible for the day-to-day implementation of this policy and is the first point of contact for all enquiries that relate to this policy.

Role	Responsibility
Executive Director, Students	Convenes and chairs the Critical Incident Committee in the event of a Complex Critical Incident, and where reputational damage may occur
Chief of Staff	Coordinates the staff and HR response to Critical Incidents involving staff.
Critical Incident Committee	Coordinates the response to more Complex Critical Incidents.
Chief Executive Officer	Escalates to UNSW stakeholders and handles all media enquiries

## 12. Definitions and Acronyms

Definitions and Acronyms	
Critical Incident	A traumatic event, or the threat of such, within or outside Australia, which causes extreme stress, fear or injury and requires immediate intervention by College staff, including the examples section 3
Complex Critical Incident	<p>(a) Emergencies, events or circumstances that impact the College's people, operations or environment which are of a size and complexity that requires a structured response to resolve the situation;</p> <p>and / or</p> <p>(b) an adverse incident or series of events that have the potential to severely impact the College's people, operations, environment or its long-term prospects and / or reputation.</p>

## 13. Related Policy Documents and Supporting Documents

Related Policy Documents and Supporting Documents	
Legislation	<ul style="list-style-type: none"> <li>• <a href="#">Education Services for International Students Act 2000 (Cth)</a></li> <li>• <a href="#">National Code of Practice for Providers of Education and Training to International students 2018</a></li> <li>• <a href="#">Higher Education Support Act 2003 (Cth)</a>,</li> <li>• <a href="#">Higher Education Provider Guidelines 2023 (Cth)</a></li> <li>• <a href="#">Work Health and Safety Act 2011 (NSW)</a></li> </ul>
Policy	<ul style="list-style-type: none"> <li>• <a href="#">Critical Incident Management Policy</a></li> <li>• <a href="#">International Students Under 18 Policy</a>;</li> </ul>

	<ul style="list-style-type: none"> <li>• <a href="#">Sexual Assault and Sexual Harassment Policy;</a></li> <li>• <a href="#">Student Code of Conduct;</a></li> <li>• <a href="#">Student Health and Wellbeing Policy</a></li> <li>• <a href="#">Work Health and Safety Policy</a></li> </ul>
Procedure	<ul style="list-style-type: none"> <li>• <a href="#">WHS Incident Reporting and Management Procedure</a></li> </ul>
Forms	<ul style="list-style-type: none"> <li>• <a href="#">Critical Incident Risk Assessment Template</a> (see Appendix 3)</li> </ul>
Other	<ul style="list-style-type: none"> <li>• Critical Incident Register</li> <li>• Critical Incident Risk Assessment Template</li> </ul>

#### 14. Policy Governance

Critical Incident Management Procedure	
Category/Business Group	Student Experience
Published Externally (Yes/No)	Yes
Approver	Executive Director, Students
Responsible Officer	Executive Director, Students
Contact Officer	Head of Student Experience
Effective Date	26 July 2024
Next Review Date	26 July 2027
Version	3.0



### Revision History

Version	Approved by	Approval date	Effective date	Sections modified
3.0	Executive Director, Students – Sally Chatterjee	26 July 2024	26 July 2024	Minor amendments to fix grammatical errors in Section 6 and remove education adjustments from the Serious Incident Classification in Schedule 1
2.0	Executive Director, Students – Sally Chatterjee	30 April 2024	30 April 2024	Addition of Critical Incident definitions and update of Critical Incident Response Plan
1.0	Executive Director, Students – Jacqueline Clements	15 August 2023	17 August 2023	N/A

Please visit our website to ensure that you have the latest version of this Procedure. Policies and procedures are available at: [unswcollege.edu.au/about/policies](https://unswcollege.edu.au/about/policies)

**SCHEDULE 1: Incident Classification Guide and Escalation Protocols**
*Table 1: Incident Classification, examples and escalation protocols*

<b>MAJOR INCIDENT CLASSIFICATION</b>	<b>CRITICAL INCIDENT CLASSIFICATION</b>	<b>SERIOUS INCIDENT CLASSIFICATION</b>
<ul style="list-style-type: none"> <li>• Critical impact on multiple students or cohorts</li> <li>• Critical reputational risk to the organisation</li> <li>• Escalation to UNSW required</li> <li>• Media management required</li> <li>• Briefing Critical Incident Committee required to collaborate with UNSW</li> </ul>	<ul style="list-style-type: none"> <li>• Critical impact on individual student</li> <li>• Serious impact on multiple students</li> <li>• Escalation to Critical Incident Committee may be required</li> <li>• Escalation to UNSW required if incident is student death</li> </ul>	<ul style="list-style-type: none"> <li>• Significant and serious impact on individual student</li> <li>• If not supported, student may become at risk of critical incident</li> <li>• No escalation to Critical Incident team is required.</li> </ul>
<b>EXAMPLES</b>	<b>EXAMPLES</b>	<b>EXAMPLES</b>
<ul style="list-style-type: none"> <li>• Multiple student deaths</li> <li>• Multiple hospitalisations / student injuries</li> <li>• Natural disaster / incidents affecting cohorts</li> <li>• Media involvement</li> </ul>	<ul style="list-style-type: none"> <li>• Student death</li> <li>• Suicidal ideation (plan to act)</li> <li>• Serious Self-Harm (acted upon, plan to act)</li> <li>• Hospitalisation/Student Injury</li> <li>• Sexual Assault and Assault</li> <li>• Homelessness</li> <li>• U18 unauthorised travel to another city</li> <li>• Plan to hurt others</li> <li>• Missing Student</li> <li>• Natural Disaster/Incidents affecting cohorts</li> <li>• U18 unplanned pregnancy</li> <li>• Death of a close family member</li> <li>• U18 legal issue (charged by police)</li> <li>• SCAMS with significant financial loss</li> </ul>	<ul style="list-style-type: none"> <li>• Self-harm/suicidal ideation (no plan to act)</li> <li>• Student Injury</li> <li>• Gambling addiction</li> <li>• Risky behaviour (drinking/smoking/drugs/sex)</li> <li>• U18 curfew breaches</li> <li>• Student Misconduct (bullying/intimidation with no imminent threat to life)</li> <li>• Unplanned pregnancy/abortion</li> <li>• Missing Student</li> <li>• Sick relative (cancer)</li> <li>• Scams with financial loss</li> </ul>
<b>REQUIRED ESCALATION FOR INCIDENT CATEGORIES</b>		
<b>Discovery:</b> <ul style="list-style-type: none"> <li>• Via any staff member</li> </ul>	<b>Discovery:</b> <ul style="list-style-type: none"> <li>• Via any staff member</li> </ul> <b>Report to:</b>	<b>Discovery:</b> <ul style="list-style-type: none"> <li>• Via any staff member</li> </ul>

<p><b>Report to:</b></p> <ul style="list-style-type: none"> <li>• Campus Security</li> <li>• Senior Manager Wellbeing</li> <li>• Head of Student Experience</li> <li>• Executive Director, Students</li> <li>• CEO</li> <li>• Critical Incident Committee (CIC)</li> </ul> <p><b>Convene:</b></p> <ul style="list-style-type: none"> <li>• Executive Director, Students and CEO to liaise with UNSW</li> <li>• Executive Director, Students to chair CIC as needed</li> </ul>	<ul style="list-style-type: none"> <li>• Senior Manager Wellbeing</li> <li>• Head of Student Experience to Executive Director, Students with recommendation whether CIC is required to convene.</li> <li>• Updates CIC of incident withholding personal student information.</li> </ul> <p><b>Convene:</b></p> <ul style="list-style-type: none"> <li>• Executive Director, Students updates CEO.</li> </ul>	<p><b>Reporting:</b></p> <ul style="list-style-type: none"> <li>• Senior Manager Wellbeing reports to Head of Student Experience with recommendations for case management</li> <li>• Head of Student Experience updates Executive Director, Students as part of weekly reporting</li> </ul>
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**SCHEDULE 2: Specific Critical Incident Types and Process Guidance**
*Table 1: Critical Incident Guide: Student Death*

<b>Critical Incident: Student Death</b>		
<b>Staff</b>	<b>Task</b>	<b>Responsibilities</b>
Any staff member who is made aware of a Critical Incident	Immediately report to Campus Security and Student Support Services.	Report the Critical Incident immediately to <ul style="list-style-type: none"> <li>• UNSW Campus Security,</li> <li>• Executive Director – Students,</li> <li>• Head of Student Experience; and / or</li> <li>• Student Wellbeing Senior Manager.</li> </ul>
Student Wellbeing, Senior Manager	Case manage and liaise with all relevant parties.	Steps may include one or more of the following: <ul style="list-style-type: none"> <li>• contact NSW police and obtain official confirmation that the student is deceased;</li> <li>• contact the student’s next of kin to offer assistance with such matters as funeral arrangements, repatriation of the body, translating and interpreting services, AFTER UNSW Police or medical staff have officially notified the next of kin of the student’s death.</li> <li>• NB: <i>no contact is to be made by the UNSW College team with next of kin until after official notification has been received that the next of kin have been notified, and even then, in consultation with the College Critical Incident Committee.</i></li> <li>• Liaise with UNSW Mental Health Connect regarding best practice support for the wider student community.</li> <li>• Update the Student Wellbeing Team, assign a Student Advisor as a Case Manager and work with the team to develop a Response Plan;</li> </ul>

Critical Incident: Student Death		
Staff	Task	Responsibilities
		<ul style="list-style-type: none"> <li>Assign a Student Adviser as a Case Manager for the Critical Incident and work together to develop a Response Plan.</li> </ul>
Student Advisor	Provide support assistance	<p>The Student Advisor who has been appointed Case Manager, will:</p> <ul style="list-style-type: none"> <li>arrange support for affected peers, based on advice from UNSW Mental Health Connect and Student Wellbeing Senior Manager;</li> <li>provide assistance to the student's next of kin as directed;</li> <li>liaise with insurance companies and any other services (OSHC?);</li> <li>document the Critical Incident confidentially in the SMS;</li> <li>provide updates progressively throughout the management of the Critical Incident, to the Senior Manager Student Wellbeing, Manager Student Wellbeing, Head of Student Experience and the Critical Incident Committee;</li> <li>any other tasks that form part of the Critical Incident Response Plan approved by the Critical Incident Committee.</li> </ul>
Head of Student Experience	Contact relevant Embassy or Consulate, where applicable	<ul style="list-style-type: none"> <li>Convene the Critical Incident Committee (CIC);</li> <li>After updating the CIC and the CEO, contact the Embassy or Consulate of the student's home country on behalf of the College CEO;</li> <li>Inform UNSW and coordinate letter's of condolence to the next of kin from</li> </ul>

<b>Critical Incident: Student Death</b>		
<b>Staff</b>	<b>Task</b>	<b>Responsibilities</b>
		<p>UNSW and the College, as appropriate;</p> <ul style="list-style-type: none"> <li>• Consider whether DHA or DFAT should be notified;</li> <li>• Alert Head of Enrolments, Admissions and Finance to ensure the student is withdrawn from any student comms to student's registered email accounts;</li> <li>• Approve student records amendments and other student administration requirements, without the need for forms to be completed by the next of kin, wherever possible.</li> </ul>
Executive Director, Students	Inform the CEO, Chair the Critical Incident Committee and approve records amendments and administrative actions.	<ul style="list-style-type: none"> <li>• Chair the CIC;</li> <li>• Monitor progressive actions and continually update the CIC and the College CEO;</li> <li>• Ensure relevant senior UNSW staff are kept informed.</li> <li>• Approve financial delegations where required.</li> </ul>

*Table 2: Critical Incident Guide: Missing Student*

<b>Critical Incident: Missing Student</b>		
<b>Staff</b>	<b>Task</b>	<b>Responsibilities</b>
Teacher or any other staff aware that a student may be missing.	Immediate notification.	<p>Staff must inform the Coordinator, Academic Services if:</p> <ul style="list-style-type: none"> <li>• a student has been absent from class for three consecutive days without explanation , and/or</li> <li>• there are substantial concerns for the welfare and safety of the student.</li> </ul> <p>Notification should include detail relating to:</p>

Critical Incident: Missing Student		
Staff	Task	Responsibilities
		<ul style="list-style-type: none"> <li>• the last time the student attended class; and / or</li> <li>• was seen or contacted by classmates;</li> <li>• teacher's attempts to contact the student;</li> <li>• steps taken to verify the student's whereabouts; and</li> <li>• contact details of relevant third parties (for example, housemates or friends).</li> </ul> <p>The Coordinator, Academic Services must also notify the:</p> <ul style="list-style-type: none"> <li>• Student Wellbeing Senior Manager;</li> <li>• Head of Student Experience; and</li> <li>• relevant Academic Head,</li> </ul> <p>and together, this team should decide whether DHA, DFAT and/or relevant Embassy or Consulate should be notified.</p>
Coordinator Academic Services	Determine whether the student is deemed to be potentially 'missing'.	<ul style="list-style-type: none"> <li>• Check class rolls and verify the student's last know attendance;</li> <li>• Establish, where possible, if there have been concerns for the student's welfare or personal wellbeing, or if the student may have left the program without formally withdrawing.</li> <li>• Immediately inform the Senior Manager Student Wellbeing or Head of Student Experience that the student is potentially 'missing'.</li> <li>• Provide timetable and attendance details of the last time the student was in class.</li> </ul>

<b>Critical Incident: Missing Student</b>		
<b>Staff</b>	<b>Task</b>	<b>Responsibilities</b>
Senior Manager, Student Wellbeing	Case management	<ul style="list-style-type: none"> <li>• Check the student’s record on the SMS and in hardcopy files, and liaise with Admissions and Enrolment teams to ensure that the student has not cancelled their enrolment, applied for a leave of absence, changed their address, transferred to another educational provider or returned home.</li> <li>• Nominate a Student Advisor to undertake case management, with supervision provided.</li> <li>• Determine whether there is a third party involved (e.g. sponsored student) who should be kept appraised of the Critical Incident.</li> <li>• Ensure the Head of Student Experience is fully briefed at all times.</li> <li>• Be prepared to liaise with Campus Security and the NSW Police regarding any assistance required in notifying the next of kin / family that the student is missing. This may be delegated to a Student Advisor or other College staff member with appropriate language skills.</li> </ul>
Student Advisor	Case management assistance and follow up	<ul style="list-style-type: none"> <li>• Potentially be allocated as Case Manager, with supervision provided by the Senior Manager Student Wellbeing.</li> <li>• If the missing student is an international student, undertake a VEVO check to determine if the student is onshore or otherwise.</li> </ul>



Critical Incident: Missing Student		
Staff	Task	Responsibilities
		<ul style="list-style-type: none"> <li>• Speak to the student’s teachers and seek their support to identify any classmates or friends with whom the student had contact and together with the teacher, ask those classmates to reach out on social channels that would typically be used to see if a connection with the student can be established.</li> <li>• If successful, ask for contact details and explain that the College staff need to check in with the student, and/or</li> <li>• Ask the classmates to help set up a video class so the identify of the student can be confirmed; and</li> <li>• Continue attempts to contact the student via telephone, SMS and email.</li> <li>• If reaching out to the student by classmates / friends is unsuccessful, try to confirm with them (and teachers) any known facts before any contact is made with the next of kin / family.</li> <li>• If the student cannot be contacted, contact the student’s family / next of kin or other emergency contact to inform them of the Critical Incident and establish the last contact with the student. Arrange for a translator or interpreter if required.</li> <li>• Liaise with UNSW Security and / or NSW policy to organize a welfare check at the student’s Australian address to attempt to locate the student and assess their welfare.</li> <li>• If no contact can be made using the various channels identified and the next of kin/family and other emergency contacts have not had</li> </ul>

Critical Incident: Missing Student		
Staff	Task	Responsibilities
		<p>recent communication with the student, the student case meets the definition of '<b>Confirmed Missing Student</b>'.</p> <ul style="list-style-type: none"> <li>• Update UNSW Security.</li> </ul>
Steps to be Taken after the status is changed to ' <b>Confirmed</b> ' Missing Student		
Student Advisor		<ul style="list-style-type: none"> <li>• After the next of kin / family have been notified that the student is missing by the Senior Manager Student Wellbeing, or nominated alternative, reach out to assist the next of kin / family with immediate needs, including but not limited to, liaisons with police, finding accommodation and organizing transportation.</li> <li>• If the missing student is found or presents at the College, arrange a follow-up interview to ascertain the welfare and support needs of the student, assisting with immediate needs and making relevant referrals if required.</li> <li>• Liaise with UNSW Mental Health Connect and other relevant parties where appropriate.</li> <li>• Schedule a follow up appointment where appropriate.</li> <li>• Document the case.</li> <li>• Report back to the Senior Manager Student Wellbeing.</li> <li>• Other tasks as required by the Head of Student Experience or the Senior Manager, Student Wellbeing.</li> </ul>
Head of Student Experience	Classify the Incident	

<b>Critical Incident: Missing Student</b>		
<b>Staff</b>	<b>Task</b>	<b>Responsibilities</b>
	Notify senior staff and convene the CIC if required	<ul style="list-style-type: none"> <li>Classify the incident according to Schedule 1</li> <li>Determine whether there is a need to convene the CIC</li> <li>Schedule a CIC meeting if required</li> <li>Determine whether DHA, DFAT and / or the relevant Embassy or Consulate should be notified of the Critical incident.</li> </ul>
Executive Director – Students	Appoint a Case Manager, inform senior UNSW College staff, Chair the CIC if convened	<ul style="list-style-type: none"> <li>Inform and progressively update the CEO throughout the Critical Incident.</li> <li>Ensure appropriate senior College staff are informed and kept updated.</li> <li>Chair the CIC if convened</li> </ul>

*Table 3: Critical Incident Guide: Student Injury*

<b>Critical Incident: Student Injury</b>		
<b>Staff</b>	<b>Task</b>	<b>Responsibilities</b>
Any staff member who is made aware of a student injury.	Immediately report to the appropriate party	<ul style="list-style-type: none"> <li>If the incident occurred on campus, ensure a First Aid Officer attends to the student (list provided on HR intranet).</li> <li>If an ambulance is required or assistance is required to escort the student to the UNSW Health Service, contact UNSW Campus Security.</li> <li>Report to the Manager, Student Wellbeing and Senior Manager, Student Wellbeing using the First Aid Incident Form and inform them if a report to UNSW Security Services has been made.</li> </ul>

Critical Incident: Student Injury		
Staff	Task	Responsibilities
First Aid Officer	Provide First Aid	<ul style="list-style-type: none"> <li>• Apply First Aid.</li> <li>• Assess if the student needs further medical assistance and make a referral, escort (or arrange for someone to escort) the student to UNSW Health Services.</li> <li>• Report to UNSW Security Services if the injury could be considered severe. UNSW Security Services will contact and coordinate a response with emergency services.</li> <li>• Send an Incident Report to the College Human Resources team, with a copy to <a href="mailto:student.support@unswcollege.edu.au">student.support@unswcollege.edu.au</a></li> <li>• If an urgent referral is required, speak with the Senior Manager Student Wellbeing or the Student Advisor.</li> <li>• Save the First Aid Report in the student's efile as a confidential file.</li> <li>• Email a copy of the Incident Report to the Senior Manager Student Wellbeing and Head of Student Experience with a copy to HR Services.</li> </ul>
Senior Manager, Student Wellbeing	Case manage the incident.	<ul style="list-style-type: none"> <li>• Determine whether this is a Critical Incident and notify the Head of Student Experience and UNSW Security Services (if not already done).</li> <li>• Classify the incident according to Schedule 1</li> <li>• <i>(Note: action and support will often be required in cases where a case is not identified to be a Critical Incident.)</i></li> </ul>

<b>Critical Incident: Student Injury</b>		
<b>Staff</b>	<b>Task</b>	<b>Responsibilities</b>
		<ul style="list-style-type: none"> <li>• Nominate a Student Advisor to follow up with the student and case manage the incident, where required, in liaison with the Team Leader, Student Wellbeing Advisors.</li> <li>• Ensure accurate, complete and timely documentation.</li> </ul>
Student Advisor	Case management	<ul style="list-style-type: none"> <li>• Support student with immediate needs and arrange any assistance as required.</li> <li>• Arrange counselling referral and other support if necessary.</li> <li>• Assist the student in providing their OSHC details to medical services (if an international student).</li> <li>• Liaise with emergency contact or next of kin where appropriate. Liaise with parents and accommodation providers in cases of Under 18 Students and where appropriate.</li> <li>• Liaise with health facility and emergency services as required.</li> <li>• Visit the student in hospital or at another health facility if requested by the student or when a student's condition is considered severe.</li> <li>• Arrange for the student's clothe and other basic items to be delivered to the student where required.</li> <li>• Arrange academic related administrative actions, for example, explanation of absence, suspension or withdrawal without penalty, where appropriate.</li> <li>• Document the case.</li> <li>• Keep the Senior Manager Student Wellbeing briefed.</li> </ul>

<b>Critical Incident: Student Injury</b>		
<b>Staff</b>	<b>Task</b>	<b>Responsibilities</b>
		<ul style="list-style-type: none"> <li>• Other tasks as required.</li> </ul>
Head of Student Experience	Notify senior staff and convene the CIC if required	<ul style="list-style-type: none"> <li>• Convene the CIC if required</li> <li>• Determine whether DHA, DFAT and / or the relevant Embassy or Consulate should be notified of the Critical incident.</li> </ul>
Executive Director – Students	Appoint a Case Manager, inform senior UNSW College staff, Chair the CIC if convened	<ul style="list-style-type: none"> <li>• Inform and progressively update the CEO throughout the Critical Incident.</li> <li>• Ensure appropriate senior College staff are informed and kept updated.</li> <li>• Chair the CIC if convened</li> </ul>

*Table 4: Critical Incident Guide: Physical Assault or Harassment; Sexual Assault or Sexual Harassment involving a student*

<b>Critical Incident: Physical Assault or Harassment; Sexual Assault or Sexual Harassment</b>		
<b>Staff</b>	<b>Task</b>	<b>Responsibilities</b>
Any staff member who is made aware of a student injury.	Immediately report to the appropriate party	<ul style="list-style-type: none"> <li>• For any incident of sexual assault or sexual harassment, please refer to the College <u><a href="#">Sexual Assault and Sexual Harassment Policy and Procedure</a></u>.</li> <li>• Students can report an incident of sexual harassment or sexual assault via the current student website. This report is confidential and is received by the Senior Manager, Student Wellbeing.</li> <li>• Students and staff can also report in person or via email to the Senior Manager, Student Wellbeing or Head of Student Experience.</li> </ul>

<b>Critical Incident: Physical Assault or Harassment; Sexual Assault or Sexual Harassment</b>		
<b>Staff</b>	<b>Task</b>	<b>Responsibilities</b>
Senior Manager, Student Wellbeing	Case Manage the Incident.	<ul style="list-style-type: none"> <li>• For incidents of physical assault, follow the process below:</li> <li>• Conduct a needs assessment or allocate a member of the student wellbeing team to conduct a needs assessment and arrange the necessary medical and psychological support as required.</li> <li>• Provide information with regards to reporting options and offer a referral to free legal services.</li> <li>• If a student wishes to make a police report, provide support with this process.</li> <li>• If the incident occurred on a UNSW campus, report it to Security Services.</li> <li>• Provide information and support to ensure the students feel safe to return to classes.</li> <li>• If there is a risk of further harm to the student related to their accommodation, arrange for the student to be placed immediately in safe accommodation.</li> <li>• Arrange for escort services with UNSW Security Services where appropriate.</li> <li>• Nominate a Student Advisor to follow up with the student and case manage the case, providing supervision.</li> <li>• Oversee the completion of accurate, comprehensive and timely documentation and reporting.</li> </ul>
Student Advisor	Provide support and assistance	<ul style="list-style-type: none"> <li>• Support student with immediate needs and arrange any assistance as required.</li> </ul>

<b>Critical Incident: Physical Assault or Harassment; Sexual Assault or Sexual Harassment</b>		
<b>Staff</b>	<b>Task</b>	<b>Responsibilities</b>
		<ul style="list-style-type: none"> <li>• Arrange counselling, medical assistance, emergency services, as required.</li> <li>• Offer to attend the NSW police interview with the student if requested.</li> <li>• Liaise with UNSW Security Services.</li> <li>• Other tasks as required by the Senior Manager, Student Wellbeing.</li> </ul>
Head of Student Experience	Notify senior staff and schedule a CIC meeting.	<ul style="list-style-type: none"> <li>• Recommend that the Executive Director – Students convene and Chair a CIC meeting.</li> <li>• Determine whether DHA, DFAT and / or the relevant Embassy or Consulate should be notified of the Critical incident.</li> <li>• If the incident occurred at UNSW, refer CIC through the UNSW reporting portal.</li> </ul>
Executive Director – Students	Inform senior UNSW College staff, convene and Chair the CIC.	<ul style="list-style-type: none"> <li>• Inform and progressively update the CEO throughout the Critical Incident.</li> <li>• Ensure appropriate senior College staff are informed and kept updated.</li> <li>• Chair the CIC.</li> </ul>



Table 5: Critical Incident Guide: Incidents affecting Cohorts, including Natural Disasters

<b>Critical Incident: Incidents affecting Cohorts, including Natural Disasters</b>		
<b>Staff</b>	<b>Task</b>	<b>Responsibilities</b>
Any staff member who is made aware of a student injury.	Immediately report to the appropriate party	<ul style="list-style-type: none"> <li>Report to the Executive Director, Students and/or the Head of Student Experience.</li> </ul>
Executive Director, Students	Appoint a case manager for an incident.	<ul style="list-style-type: none"> <li>Appoint the Head of Student Experience as the Case Manager.</li> <li>Provide regular updates to the CEO who will ensure relevant UNSW senior officers are kept informed of the situation.</li> <li>Chair the CIC to oversee development of a response strategy where required, to be in line with UNSW response if affecting cohorts at both the College and the University.</li> </ul>
Head of Student Experience	Assist with communication to students and staff	<ul style="list-style-type: none"> <li>Coordinate support and follow up.</li> <li>Classify the incident according to Schedule 1</li> <li>Assess the extent of the impact of the incident and identify affected students.</li> <li>Liaise closely with the Executive Director, Students and relevant stakeholders at UNSW to align responses where appropriate.</li> <li>Convene the CIC if required</li> <li>Provide briefing to the Senior Manager, Student Wellbeing and other staff members on how to support students and deal with enquiries.</li> <li>Consider whether the DHA, DFAT and relevant Embassy or Consulate</li> </ul>

<b>Critical Incident: Incidents affecting Cohorts, including Natural Disasters</b>		
<b>Staff</b>	<b>Task</b>	<b>Responsibilities</b>
		<p>should be notified of the Critical Incident.</p> <ul style="list-style-type: none"> <li>Review the CI Response Plan, based on information and advice received from the CIC.</li> <li>Ensure accurate, complete and timely documentation.</li> </ul>
Senior Manager, Student Wellbeing	Support students	<ul style="list-style-type: none"> <li>Liaise with UNSW Mental Health Connect regarding best practice support for the student body.</li> <li>Ensure student concerns and needs are met.</li> <li>Brief the Student Wellbeing Team of the CI Response Plan and support needs and services and assign responsibilities across the team.</li> <li>Ensure accurate, complete and timely documentation.</li> <li>Brief the Executive Director, Students and Head of Student Experience on student needs.</li> </ul>

*Table 6: Critical Incident Guide: Risk of Harm to Self or Others*

<b>Critical Incident: Risk of Harm to Self or Others</b>		
<b>Staff</b>	<b>Task</b>	<b>Responsibilities</b>
Any staff member who is made aware of a student injury.	Immediately report to the Student Wellbeing Team. If there is an immediate risk of harm, call 000.	<ul style="list-style-type: none"> <li>Where there is an immediate risk of harm, contact UNSW Campus Security and Emergency Services on 000.</li> <li>Report to the Senior Manager, Student Wellbeing and Head of Student Experience.</li> </ul>
Head of Student Experience	Convene CIC	<ul style="list-style-type: none"> <li>Risk assessment of outcomes.</li> </ul>

Critical Incident: Risk of Harm to Self or Others		
Staff	Task	Responsibilities
		<ul style="list-style-type: none"> <li>• Coordinate the CI Response Plan for action.</li> <li>• Consider whether the DHA, DFAT and relevant Embassy or Consulate should be notified of the Critical Incident.</li> </ul>
Senior Manager, Student Wellbeing	Case manage the Critical Incident.	<ul style="list-style-type: none"> <li>• Conduct a risk assessment with the student or allocate a member of the Student Wellbeing Team to undertake a risk assessment with the student.</li> <li>• Based on outcomes of the risk assessment, determine a support and response plan for the student.</li> <li>• Where appropriate, discuss, or nominate a Student Advisor to discuss, whether the student thinks they would like to be admitted as a voluntary patient under the Mental Health Act (2007) (NSW).</li> <li>• If a discussion with the student is not possible or the student refuses to be a voluntary patient under the Mental Health Act (2007)(NSW), but it is determined that the student is not in a frame of mind to make an informed decision in this regard, and this may put the student in a risk situation, call Emergency Services so the student can be transported to hospital where they can be assessed for involuntary admission.</li> </ul> <p>This may involve liaising with a psychological health service such as UNSW Mental Health Connect or the NSW Acute Care Team and discussion with the student. This may be done by a Student Advisor following discussion.</p>

<b>Critical Incident: Risk of Harm to Self or Others</b>		
<b>Staff</b>	<b>Task</b>	<b>Responsibilities</b>
Student Advisor	Provide support and assistance	<ul style="list-style-type: none"> <li>• Support the student with immediate needs.</li> <li>• Arrange any assistance required.</li> <li>• Liaise with health facility/s and/or emergency services and UNSW Campus Security.</li> <li>• Visit the student in hospital if required.</li> <li>• Liaise with next of kin and emergency contact and other third parties, as appropriate, with respect to both the student's privacy and immediate needs.</li> <li>• Document the case.</li> <li>• Develop a CI Response Plan for ongoing support and assistance, as required, and in discussion with the Senior Manager, Student Wellbeing.</li> <li>• Other tasks as required.</li> </ul>

*Table 7: Critical Incident Guide: Evacuation*

<b>Critical Incident: Evacuation</b>		
<b>Staff</b>	<b>Task</b>	<b>Responsibilities</b>
Operations Team Leader	Coordinate evacuation and other emergency measures	<ul style="list-style-type: none"> <li>• Coordinate evacuation and other emergency measures, including, but not limited to, fire, medical emergency, bomb threat, suspect package, power outage, hazardous materials, environmental and natural disasters on campus) in liaison with UNSW Campus Security/Estate Management as per their procedures.</li> <li>• Effect Business Continuity Plan, where appropriate.</li> <li>• Consider whether DHA, DFAT and relevant Embassy or Consulates</li> </ul>

<b>Critical Incident: Evacuation</b>		
<b>Staff</b>	<b>Task</b>	<b>Responsibilities</b>
		should be notified of the Critical Incident.

Table 8: Critical Incident Guide: Critical Incidents Involving Under 18 Students

<b>Critical Incident: Critical Incidents Involving Under 18 Students (These are additional steps to those outlined in any Critical Incident)</b>		
<b>Staff</b>	<b>Task</b>	<b>Responsibilities</b>
Senior Manager, Student Wellbeing	Case manage the incident.	<ul style="list-style-type: none"> <li>Nominate a Student Advisor to follow up with the student and case manage the case where required.</li> <li>Ensure accurate, complete and timely documentation, all of which must be kept for a minimum of two years after the student has completed their studies at the College.</li> <li>Brief the Head of Student Experience at all times.</li> </ul>
Student Advisor	Provide support and assistance	<ul style="list-style-type: none"> <li>Support the student with immediate needs, arranging any assistance as required. This may involve collecting or moving the student to ensure their safety.</li> <li>Make contact with the student's parent or guardian.</li> <li>If the Critical Incident involves Under 18 Student Accommodation, the student must be moved to suitable alternate accommodation. This may be short term accommodation on a temporary basis until longer term arrangements can be made.</li> <li>Make all necessary notifications, such as to the policy, the DHA, the student's parents or legal guardian and other relevant authorities.</li> </ul>



<b>Critical Incident: Critical Incidents Involving Under 18 Students (These are additional steps to those outlined in any Critical Incident)</b>		
<b>Staff</b>	<b>Task</b>	<b>Responsibilities</b>
		<ul style="list-style-type: none"><li>• Document the case.</li></ul>