

Critical Incident Procedure

1. Purpose

This Procedure sets out the processes in managing Critical Incidents affecting students at UNSW College (The College) and underpins the framework set out in the [Critical Incident Policy](#). This Procedure is to be read with the [Critical Incident Policy](#).

2. Scope

This Procedure applies to:

- (a) all current or prospective domestic students of The College, where the incident occurs on College premises or on approved College activities off College premises (e.g. field trips, placements, internships and study tours);
- (b) all current or prospective international students of The College:
 - i. whether the incident occurs on or off College premises; and
 - ii. whether or not the incident occurs during approved College activities;
- (c) all staff of UNSW College.

3. Reporting critical incidents

Any person may report a critical incident to the Response Manager by emailing criticalincident@unswcollege.edu.au or by calling (02) 8936 2200.

3.1. Reporting to authorities

It is the responsibility of the Response Manager to determine whether the contents of the report and the circumstances warrant further action, such as reporting to authorities. Authorities may include NSW Police, Fire and Rescue NSW, NSW Ambulance, or other appropriate local emergency services. However, In the case of sexual assault, the assault survivor must, if possible, decide whether to report the matter to authorities.

3.2. Reporting and convening the Critical Incident Coordination Committee

If the Response Manager determines that the Critical Incident is a Complex Critical Incident, they will convene the Critical Incident Coordination Committee (**CICC**) to coordinate the response to the incident.

4. Managing non-Complex Critical Incidents

For non-Complex Critical Incidents, the Response Manager will appoint an Incident Manager(s) to investigate and coordinate the response to Critical Incidents. The Response Manager's role will include:

- (a) establishing a clear understanding of the known facts before any contact occurs with next of kin/family, including confirming the student's identity and determining whether a third party may be involved;
- (b) planning an immediate response, possibly in consultation with others;
- (c) planning ongoing strategies, possibly in consultation with others.

4.1. Relevant actions

In planning an immediate response and ongoing strategies, the Response Manager and / or the Incident Manager may be required to do some of or all the following:

- (a) coordinating, monitoring and recording the ongoing management of the student;
- (b) case managing the cooperation of instrumentalities involved, such as police, hospital and other emergency services;
- (c) if necessary and appropriate, requesting access to The College-held information about the student's recent history of:
 - i. logging into College's IT systems and learning systems (from The College IT); or
 - ii. accessing buildings on campus (from The College Facilities or UNSW Security Services);
- (d) contacting family/next of kin when appropriate;
- (e) contacting third parties, where necessary;
- (f) liaising with Embassies and Consulates to ensure contact with, and support for, the family in the student's home country;
- (g) arranging to inform relevant staff and students;
- (h) providing guidance to staff about what information to give to students and other staff;
- (i) identifying students and staff members most closely involved and, therefore, most at risk;
- (j) arranging counselling and/or other support for the student involved in the Critical Incident, if appropriate;
- (k) arranging group/individual debriefing sessions for students and staff affected by the Critical Incident;
- (l) following up with external agencies (including government agencies and regulators), if appropriate;
- (m) engaging relevant support services off campus, if required;
- (n) ensuring academic related administrative actions (such as special consideration, withdrawal without penalty) are managed;
- (o) providing accurate and up-to-date information to relevant persons;
- (p) confirming access to emergency funds, if necessary;
- (q) managing Overseas Student Health Cover issues, where appropriate;

- (r) assisting in arranging a visit from next of kin (international students) where appropriate;
- (s) ensuring appropriate compliance issues (international students) are attended to promptly;
- (t) documenting the incident and the action taken on file, including on the Critical Incident Register.

5. Managing Complex Critical Incidents

For Complex Critical Incidents, the Response Manager will convene the CICC (members as set out in the [Critical Incident Policy](#)) to investigate and coordinate the response to that Complex Critical Incident.

The CICC will have regard to the matters set out in section 4 and section 4.1 of this procedure to manage the incident. The CICC will also determine whether and in what manner senior stakeholders such as The College Chief Executive Officer, The College's UNSW Management Board member or UNSW Director of Risk need to be notified and kept informed about the Complex Critical Incident.

5.1. Additional matters to consider in the case of student death

The CICC will inform senior stakeholders at The College, and if necessary, UNSW. The CICC will coordinate letters of condolence for signature by The College Chief Executive Officer.

In the case of death of an international student, the NSW Police will inform the next of kin. No contact by The College should occur until official notification has occurred. The Executive Director, Student Life and Academic Services (or nominee) will contact the relevant Embassy. The Response Manager may be required to assist with funeral arrangements, repatriation of the body, packing up of the student's possessions and other matters as required.

6. Media enquiries

In cases where it is possible that the Critical Incident will generate media interest, the Executive Director, Student Life and Academic Services will ensure that the Executive Head of Marketing, Recruitment & Admissions is briefed. All media enquiries should be directed in the first instance to the Executive Head of Marketing, Recruitment & Admissions, who will be responsible for coordinating responses to such enquiries and will, where appropriate, make statements on behalf of the College.

7. Recordkeeping and reporting

Following a Critical Incident, the Response Manager will maintain records of the Critical Incident and its management, including risk assessments (see Appendix 3 of the Critical

Incident Policy), plans for remedial action and a Critical Incident Register with key information about the incident.

Every quarter, the Executive Director Students will report information about Critical Incidents to the College Executive Board of Directors. An evaluation of how Critical Incidents have been managed, recommendations for improvements and if necessary, recommend amendments to the [Critical Incident Policy](#) or this procedure will be reported on annually.

8. Roles and responsibilities

Role	Responsibility
Critical Incident Coordination Committee	Coordinating the response to Complex Critical Incidents.
Executive Director, Student Life and Academic Services	Coordinating a media response to the Critical Incident with the Executive Head of Marketing, Recruitment & Admissions, reporting Critical Incidents to senior stakeholders and management, and evaluating how Critical Incidents have been managed.
Incident Manager	Investigating and coordinating the response to individual Critical Incidents, including arranging support for affected students, liaising with family / next of kin, service providers and government agencies.
Response Manager (Head of Student Experience)	Manages critical incidents including appointing Incident Managers to individual incidents, convening the Critical Incident Coordinating Committee and managing ongoing reporting and review of the management of critical incidents.

9. Definitions

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: <ul style="list-style-type: none"> (a) including the examples in the Appendix; and (b) excluding 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; and (c) excluding 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.
Complex Critical Incident	Has the meaning given to that term in the Critical Incident Policy

10. Related Policy and Supporting Documents

Related Policy Documents and Supporting Documents	
Legislation	<ul style="list-style-type: none"> • Education Services for International Students Act 2000 (Cth) • National Code of Practice for Providers of Education and Training to International students 2018
Policy	<ul style="list-style-type: none"> • Critical Incident Policy • Risk Management Framework Policy • Privacy Policy
Forms	<ul style="list-style-type: none"> • Critical Incident Risk Assessment Template (see Appendix 3)

11. Procedure Governance

Critical Incident 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	17 August 2023
Next Review Date	17 August 2026
Version	1

Revision History

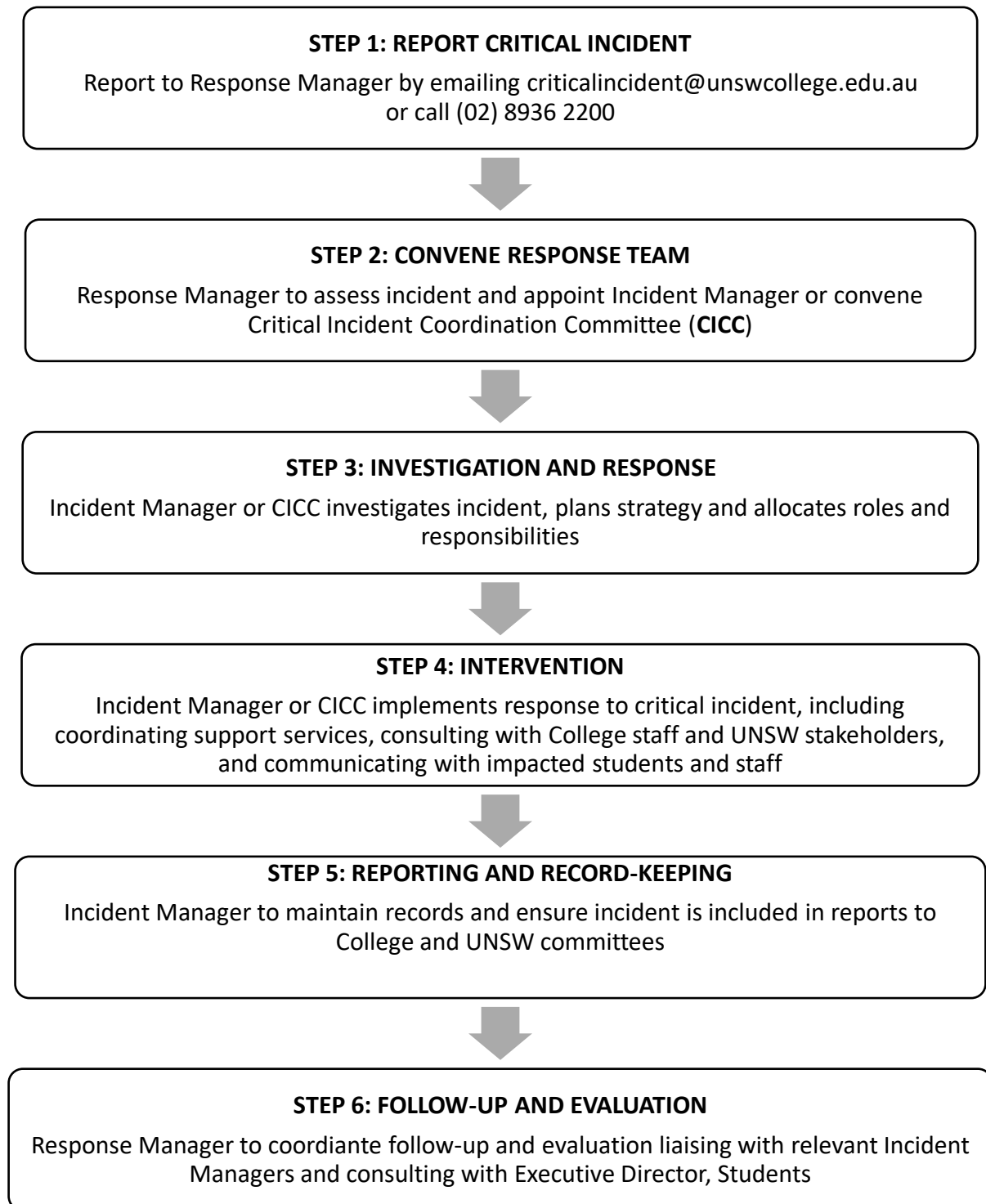
Version	Approved by	Approval date	Effective date	Sections modified
1	Executive Director, Students – Jacqueline Clements	15 August 2023	17 Aug 2023	N/A

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

Appendix 1
Table – Critical Incident Examples

Critical incident type	Example
Personal	<ul style="list-style-type: none"> • death of a student • attempted suicide or self-harm • life-threatening illness or injury • sexual assault • missing student • off-campus hostage situation / kidnapping / terrorism • domestic violence • violent behaviour including severe verbal / psychological aggression • child protection matters
Medical requiring hospitalisation	<ul style="list-style-type: none"> • burns / scalds • drug / alcohol overdose • epi-pen use • infections / pandemic disease impacting student (no broader College impact) • physical injury • mental health crisis • poisoning
Other	<ul style="list-style-type: none"> • natural disaster impacting student (no broader College impact) • poisoning

Appendix 2 – Flowchart



Appendix 3 – Critical Incident Risk Assessment Template
1. Key information

Description of incident	Date of incident	Student(s) affected (name, zID)	Who reported the incident?	Incident Manager	Critical Incident Coordination Committee formed?	Other details

2. Risk Assessment

Risk	Current controls	Risk Rating with controls	Additional controls where existing controls inadequate	Risk Owner	Status