

## Student Critical Incident Management Policy

<b>Approving authority</b>	Executive Group
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<b>Document URL</b>	<a href="http://policies.griffith.edu.au/pdf/Student%20Critical%20Incident%20Management%20Policy.pdf">http://policies.griffith.edu.au/pdf/Student Critical Incident Management Policy.pdf</a>
<b>TRIM document</b>	2018/9006101
<b>Description</b>	This Policy and the <i>Student Critical Incident Management Procedures</i> support the Griffith community in responding to and managing critical incidents (not defined as an 'emergency' under the <i>Emergency Management Plan</i> ) that involve Griffith University students, in a compassionate and culturally sensitive manner. The Policy and Procedures are in accordance with Standards 5 and 6 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018, in relation to managing critical incidents involving international students including those under the age of 18.

### Related documents

[Australia Awards Scholarships Policy Handbook](#)

[Emergency Management Plan](#)

[Crisis Management Plan](#)

[Domestic and Family Violence Support Policy](#)

[Health and Safety Policy](#)

[Griffith Accommodation Emergency Response Plan](#)

[Griffith Global Mobility Policy](#)

[Griffith University Privacy Plan](#)

[GSafe Incident Reporting](#)

[Report a Concern Form](#)

[Security Incident Report](#)

[Student Charter](#)

[Student Critical Incident Management Procedures](#)

[Student Wellbeing and Safety Policy](#)

[Student Misconduct Policy](#)

[Student Misconduct Procedures](#)

[Student Sexual Assault, Harassment, Bullying and Discrimination Policy](#)

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

[Reporting and recording procedures for incidents, injuries, illness, hazards or near misses](#)

[Risk Management Policy](#)

[Under 18 International Student Policy and Procedures](#)

[Staff Sexual Assault and Sexual Harassment Policy](#)

[Staff Harassment, Bullying and Discrimination Policy](#)

[\[Purpose\]](#) [\[Scope\]](#) [\[Relationship with other University Policies\]](#) [\[Definitions\]](#) [\[Accountability\]](#) [\[Key Personnel\]](#)  
[\[Process\]](#) [\[Confidentiality and Recordkeeping\]](#)

## 1. PURPOSE

The purpose of this policy and the *Student Critical Incident Management Procedures* is to plan for, respond to and manage, in a timely and coordinated manner, student critical incidents that are not considered to be an 'emergency' under the *Emergency Management Plan* to ensure they are:

- responded to, or resolved, in the best possible way for the student(s), their families, and for the University;
  - documented in a University business system;
  - reported to relevant officers within the University, relevant international and Australian government agencies and other stakeholders (as required);
  - communicated to the family in an appropriate way if necessary; and
  - managed in a manner to ensure that the University's reputation, domestically and internationally, is not damaged as a result of the incident.
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## 2. SCOPE

This policy and corresponding procedures applies to:

- (a) Any category of individual or groups of enrolled students (e.g. non-award, undergraduate, postgraduate and research, domestic and international<sup>1</sup>) from the University where the student critical incident occurs on campus;
- (b) Any category of individual or groups of enrolled students from the University when the student critical incident occurs during an approved University related activity regardless of onshore or off-shore. University related activities include field trips, placements, internships, study tours etc.; and
- (c) All international student critical incidents regardless of whether at the time of the incident, the student is engaged in an approved or non-approved University related activity and on or off campus, or engaged in an approved University related activity off-shore through a Griffith outbound mobility program.

With the exclusion of:

- (d) Local critical incident management arrangements that apply at transnational program partner organisations.
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## 3. RELATIONSHIP WITH OTHER UNIVERSITY POLICIES

Emergencies are defined under the *Emergency Management Plan* and at [section 4](#) in this policy and are to be handled in accordance with the *Emergency Management Plan*.

Critical incidents involving staff and visitors are responded to under the Occupational Health and Safety Legislation and related University policies and procedures including relevant Human Resources and Emergency Plans.

When an incident of student sexual assault is reported under this policy it should be dealt with in conjunction with the *Student Sexual Assault, Harassment Bullying and Discrimination Policy* and associated procedures and the *Student Misconduct Policy* and the associated procedures. Bullying and harassment complaints made by a student or staff member against a staff member are subject to the *Staff Sexual Assault and Sexual Harassment Policy, Staff Harassment, Bullying and Discrimination Policy* and [Reporting and Resolution of Staff Sexual Assault, Harassment, Bullying and Discrimination Procedures](#).

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<sup>1</sup>Australia Award Scholarship (AAS) Awardees are international students with critical incidents defined in the AAS Policy Handbook.

When managing concerns reported under this policy it may become apparent that the situation also needs to be managed under another University policy, including but not limited to the:

- *Emergency Management Plan,*
- *Crisis Management Plan,*
- *Griffith Accommodation Emergency Response Plan,*
- *Griffith Global Mobility Policy,*
- *Student Wellbeing and Safety Policy and Procedures,*
- *Student Sexual Assault, Harassment, Bullying and Discrimination Policy and Procedures,*
- *Student Misconduct Policy and Procedures,*
- *Griffith Health Code of Professional Practice,*
- *Staff Sexual Assault and Sexual Harassment Policy;*
- *Staff Harassment, Bullying and Discrimination Policy;*
- *Reporting and Resolution of Staff Sexual Assault, Harassment, Bullying and Discrimination Procedures, and*
- *Reporting and Recording Procedures for Incidents, Injuries, Illnesses, Hazards or Near Misses and Health and Safety Policy.*

A student may be managed under more than one University policy at the same time at the discretion of the Response Manager (refer to [section 6](#)). This policy is to be implemented in conjunction with other University policies and does not replace other policies.

Non-critical incidents are defined in section 4 and are managed in accordance with the relevant Griffith University or Griffith College policy.

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## 4. DEFINITIONS

### **Emergency**

An emergency is defined in the University's *Emergency Management Plan* as 'an emergency, event or circumstance that impacts on a campus' people, operations, and environment which is of a size and complexity that requires a structured response to resolve the situation'. Emergencies require the application of resources beyond that of the initial immediate response and pose higher levels of risk to the University. The University's *Emergency Management Plan* sets out how an emergency will be identified and managed. An emergency arising out of a student critical incident under this policy should be referred to be managed under the *Emergency Management Plan*.

### **Crisis**

A crisis is defined in the University's *Emergency Management Plan* and *Crisis Management Plan* as 'an adverse incident or series of events that have the potential to severely damage the University's people, operations, environment and its long-term prospects and/or reputation'. The University's *Crisis Management Plan* sets out how a crisis will be identified and managed. The University's *Emergency Management Plan* sets out how a crisis arising from a physical emergency will be identified and managed. A crisis arising out of a student critical incident under this policy should be referred to be managed under the *Crisis Management Plan* and, if appropriate, the *Emergency Management Plan*.

### **Student Critical Incident**

For the purpose of this Policy and associated Procedures, a student critical incident is defined as "a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury"<sup>2</sup> or death and thus requires an immediate intervention by University staff. It is an event that does not impact a campus' people, operations and environment in a significant way so is not treated

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<sup>2</sup> The National Code of Practice for Providers of Education and Training to Overseas Students 2018 Factsheets

as an 'emergency' under the *Emergency Management Plan* and is more likely to affect only a small number of individuals. The incident may have just occurred or may have occurred in the past but is considered serious enough to require an immediate intervention.

It is an event that causes individuals to experience a strong emotional reaction that interferes with their usual coping skills. The event has a level of trauma that is beyond the normal living experiences of those affected. The resulting stress reaction may include emotional, physical, behavioural and cognitive changes evident either at the time of the incident or later. The impact of a critical incident may affect any member of the University, not only those most directly involved. Table 1 lists some types and examples of student critical incidents.

**Table 1 Critical Incident Types**

Critical Incident Type	Example
Personal	<ul style="list-style-type: none"> <li>• Death of a student</li> <li>• attempted suicide, self-harm</li> <li>• life threatening injury/illness</li> <li>• sexual assault</li> <li>• missing student/s<sup>3</sup></li> <li>• off-campus hostage situation/kidnapping/terrorism</li> <li>• domestic violence</li> <li>• violent behaviour including severe verbal/psychological aggression</li> <li>• child protection matter</li> <li>• shock<sup>4</sup></li> </ul>
Medical requiring hospitalisation	<ul style="list-style-type: none"> <li>• burns/scalds</li> <li>• drug/ alcohol overdose</li> <li>• epi-pen use</li> <li>• infectious/pandemic disease (if scale not sufficient to be considered an emergency)</li> <li>• injury</li> <li>• mental health crisis</li> <li>• poisoning</li> </ul>
Other Note this policy applies only if the scale is not sufficient to be considered an emergency. Refer to definition above and the Emergency Management Plan if unsure.	<ul style="list-style-type: none"> <li>• natural disaster (within or outside Australia, for example a student affected by a natural disaster occurring off campus is not an emergency under the Emergency Management Plan)</li> <li>• Any critical incident affecting international students off campus, or Griffith students engaged in Griffith mobility activities off-shore.</li> </ul>

<sup>3</sup> Missing Student means a student who cannot be contacted and has been absent from class and/or where there are substantial concerns for their welfare and safety. This includes Under 18 Students who have been issued with a Confirmation of Appropriate Accommodation/Welfare Arrangements (CAAW) Letter and who have failed to return to or reside in their approved accommodation.

<sup>4</sup> Shock refers to the normal reaction of a person or persons who experience, witness or respond to a critical incident that is of a traumatic, abnormal or severe nature.

## Student Non-Critical Incident

A student non-critical incident has a localised impact on staff, students or members of the community and may entail minor property damage. The incident has been contained and is unlikely to escalate in severity and is thus not covered by the policy or procedures. Student non-critical incidents may be dealt with under the:

- *Student Wellbeing and Safety – Fitness to Study Policy and Procedures,*
- *Student Sexual Assault, Harassment Bullying and Discrimination Policy and Procedures,*
- *Student Misconduct Policy and Procedures,*
- *Health and Safety Policy,*
- *Reporting and Recording Procedures for Incidents, Injuries, Dangerous Incidents, Hazards and Near Misses or*
- *Student Complaints Policy and Procedures or other relevant University policy.*

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## 5. ACCOUNTABILITY

Students are primarily responsible for their own personal safety, health and wellbeing. All Griffith staff, students, staff of affiliated Griffith accommodation providers, Global Mobility partners, and Financial Aid and Sponsorship stakeholders hereby referred to as the Griffith Community, are responsible for responding to or reporting a student critical incident as outlined in the *Student Critical Incident Procedures*.

Responsibility for managing the impact of a critical incident on a student may be shared by the student, the University, and relevant critical incident professionals depending on the nature of the incident. Griffith staff are expected to observe, as far as possible and practicable, principles of care, respect and privacy in managing student critical incidents, to act within the accountabilities of their role, and to seek appropriate advice and guidance from senior managers and/or staff with specific professional expertise, when required.

The [Child Protection Act 1999 \(Qld\)](#) is the statutory framework for the protection of children in Queensland and the University in enrolling a student who is under the age of 18, commits to the main principle of the Act that the safety, wellbeing and best interests of a child are paramount. The [Child Protection Act 1999 \(Qld\)](#) provides for mandatory reporting by doctors and nurses of physical, psychological or sexual abuse to Child Safety on 1300 682 254.

The [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#) Standard 5 - Younger Overseas Students, sets the framework for provider obligations where responsibility is accepted for the accommodation, support and general welfare of international students under 18 years of age. In terms of any critical incidents involving an international student under 18 years of age, University staff and/or the approved homestay family must report the incident to the Vice President (Global) or delegate in accordance with this policy and its associated procedures, while ensuring at all times there are appropriate ongoing welfare arrangements in place.

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## 6. KEY PERSONNEL

### 6.1 Response Manager Student Critical Incident

In the event that a student critical incident involves a domestic student, the Response Manager (RM) is the Deputy Vice Chancellor (Academic) or their delegate. For GELI and international students the RM is the Vice President (Global) or delegate. If the incident involves both an international and domestic student/s, the Deputy Vice Chancellor (Academic) and Vice President (Global) or their respective delegate(s) will determine who assumes the role of RM. For incidents involving domestic students outside of Australia i.e. outbound mobility, the RM is the Vice President (Global).

It is the responsibility of the RM to appoint either an Incident Manager (IM) or Critical Incident Management Team (CIMT), if the RM deems a CIMT is required. The RM along with the IM or CIMT will then determine the appropriate course of action.

Events or incidents that are considered an emergency are covered under the University's *Emergency Management Plan*. Instances arising under this policy that are subsequently identified as emergencies require the RM to follow the notification provisions in section 4 of the *Emergency Management Plan*.

## **6.2 Response Manager Griffith College Student**

In the event that a student critical incident involves a Griffith College student, the RM is the College Director & Principal who will need to liaise with the Griffith University RM if a Griffith University student(s) is involved.

## **6.3 Incident Manager (IM)**

The person appointed by the RM to manage a student critical incident when a CIMT is not required.

## **6.4 Critical Incident Management Team (CIMT)**

Team of persons assembled to manage the response to a student critical incident, where the severity or scale of the incident requires it. Assembled and led by the RM, it is responsible for coordinating and managing Griffith's response to, and its recovery from, a student critical incident.

## **6.5 Other Relevant Staff**

Many student critical incidents are responded to and/or resolved by relevant areas following the *Student Critical Incident Management Procedures*, with appropriate consultation and reporting. Student critical incidents may require advice to and response from some or all of the position/areas below before implementing the Procedures:

- (a) Vice Chancellor's office
- (b) Vice President (Corporate Services)
- (c) Dean, Griffith Graduate Research School
- (d) Directors, Research Centres
- (e) Academic Registrar
- (f) Director, Human Resources
- (g) Director, Student Services
- (h) Director, Campus Life
- (i) Director, Marketing and Communications
- (j) Director, Griffith International
- (k) Director, GELI
- (l) Director, GUMURRII Student Support Unit
- (m) Griffith College Director and Principal
- (n) Head of School (or representative) for the affected student
- (o) Head of Campus (if on campus)
- (p) Director, Health, Safety and Wellbeing
- (q) Counsellor, Violence Response Prevention

The Deputy Vice Chancellor (Academic) determines in conjunction with the Vice Chancellor whether an incident responded to and reported under this policy represents a material breach in safety or preventative controls. Where an incident is determined to be a material breach the Deputy Vice Chancellor (Academic) shall report the incident to TEQSA as a material change.

## 7 PROCESS

The process of managing a student critical incident that has been reported involves the following steps:

Step 1 – *Determine and Notify Response Manager*

Step 2 – *Initial Assessment (a) & Action (b)*

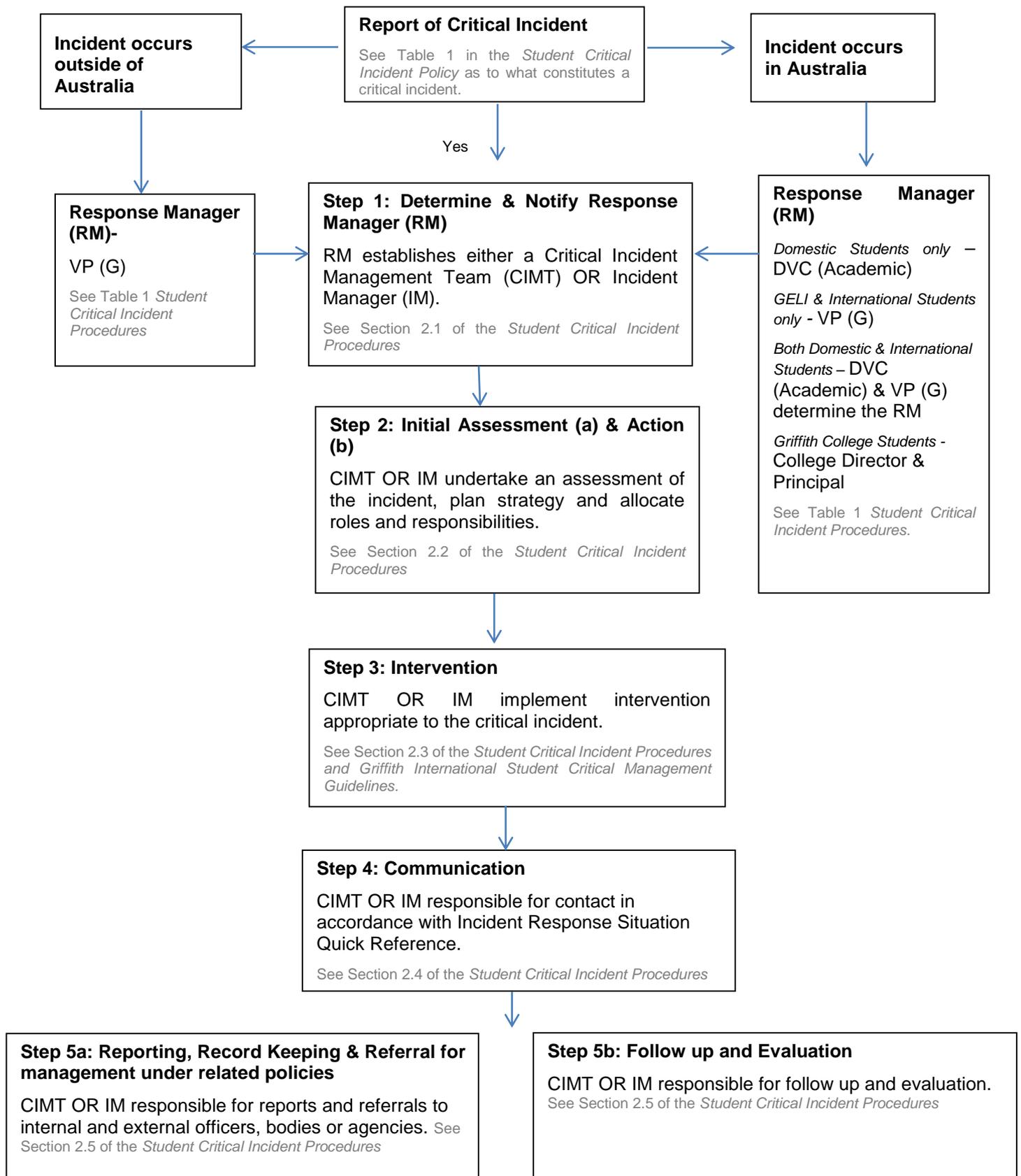
Step 3 – *Plan Strategy and Interventions*

Step 4 – *Communications*

Step 5 – *Reporting & Referral for Management under other University Policies (a) and Follow Up & Evaluation (b).*

The process is illustrated as a flow chart in [Diagram 1 below](#), which is intended to be a useful guide for students and staff on the process. The *Student Critical Incident Management Procedures* provide further detail on each step.

## DIAGRAM 1 – RESPONDING TO STUDENT CRITICAL INCIDENT



## **8 CONFIDENTIALITY AND RECORD KEEPING**

All documentation relating to critical incidents will be kept confidential and shall be disclosed only to those persons who have a right to the information by virtue of their role in the process, or as required by law.

Written records should contain such information as is necessary for others to gain a clear understanding of the grounds upon which an incident was determined and the actions taken to address it. Records are maintained to protect the rights and interests of all parties; explain and justify the actions of the University and its employees; and document and explain the decision-making of the University.

Confidentiality of records submitted to those persons who have a right to the information by virtue of their role in the process and to the student file will be upheld in accordance with the *Griffith University Privacy Plan*.