



## Essential information

1. Where there is an immediate threat to the life of a person call Local Emergency Services (in Australia: **000**).
2. All critical incidents involving students should be notified to [Campus Security](#) in person, by internal phone: **88888** or the 24-hour emergency line: **1800 500 911**, or via the SafeZone application.

## Context and Purpose

The Student Critical Incident Policy defines critical incidents as “a traumatic event, or threat of such (within or outside of Australia), which causes extreme stress, fear or injury”<sup>1</sup>.

Each critical incident is different. The management of critical incidents and the responsibilities of staff in relation to incidents will vary depending on the needs and priorities of those who are affected.

The Student Critical Incident Policy sets out the principles for the University’s management of a critical incident involving a UniSA student. This Student Critical Incident Procedure explains the steps involved in managing a critical incident.

In addition, the University has a number of policies, procedures and frameworks that may apply in the event of a student critical incident. These include:

- Strategic Crisis Management Framework
- Crisis Communications Framework
- Emergency Response Manual
- Emergency Response Protocols Offshore
- Emergency Procedure & Quick Guides
- Students at Risk Framework
- Sexual Assault and Sexual Harassment Policy and Procedure

The purpose of this Procedure is to ensure that critical incidents involving or affecting UniSA students and stakeholders are managed effectively, swiftly and sensitively. This Procedure:

- Describes the roles, responsibilities and actions of staff in the event of a critical incident involving a UniSA student.
- Supports existing University risk management policies and frameworks designed to ensure UniSA meets prevention, preparedness and responsiveness obligations applicable to critical incidents that affect students and the broader University Community.

This Procedure should be read in conjunction with the Student Critical Incident Policy.

## Confidentiality

All staff who are assisting in a critical incident are expected to be familiar with and act in accordance with the University’s Privacy Policy, Australian Privacy Principles and relevant legislation.

## Procedure

1. Appendix 1 outlines the process for managing critical incidents involving students.

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<sup>1</sup> The National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 6: Student Support Services

## A. Reporting an incident

2. Where there is an immediate threat to the life of a person, call local emergency services (In Australia: **000**).
3. All incidents involving students should be notified to [Campus Security](#) in person, by internal phone: **88888** or the 24-hour emergency line: **1800 500 911** or via the SafeZone application.

## B. Triage

4. Campus Security will initially triage all incidents in line with the relevant framework and any associated policies and/or procedures.
5. Incidents are triaged by risk level to determine if they meet the definitions for minor, serious, or critical as follows:

Risk Level	Definition	May include
<b>Minor</b>	an incident or injury that causes concern but presents no serious threat to safety and wellbeing, and can be managed at the local level or via referral to the appropriate University or external support service	<ul style="list-style-type: none"> <li>- a student with low distress looking for assistance and support</li> <li>- minor injury (e.g., sprain)</li> <li>- medical condition requiring first aid or assistance on campus</li> <li>- student distressed outside university business hours</li> <li>- staff member reporting a concerning email or phone call from student indicating risks to wellbeing</li> </ul>
<b>Serious</b>	a concerning event or incident with potential to escalate, and requiring priority attention, but able to be contained with early intervention and/or referral to the appropriate University or external support service	<ul style="list-style-type: none"> <li>- a student experiencing a mental health crisis on campus who accepts help</li> <li>- a student with medium level of distress requiring referral to same day/next day support services</li> <li>- injury or medical condition that may require emergency services support or hospitalisation but is not life-threatening</li> </ul>
<b>Critical</b>	a traumatic event, or threat of such (within or outside of Australia), which causes extreme stress, fear, or injury	<ul style="list-style-type: none"> <li>- death of a student</li> <li>- mental health crisis with risk of harm to self or others</li> <li>- other serious injury or threat of harm to student and/or staff</li> <li>- victim of crime</li> <li>- missing student<sup>2</sup></li> <li>- natural disaster</li> <li>- child safety incident involving a student under the age of 18 years</li> </ul>

6. Campus Security must notify Deputy Director: Student Engagement of all incidents involving students as soon as practicable but within 24 hours of the incident.

<sup>2</sup> Missing student means a student who cannot be located following failed attempts to contact and/or with significant concerns for their welfare and safety, or where the University has accepted responsibility for welfare arrangements

7. The Deputy Director: Student Engagement (or nominee) will make a determination on whether an incident involving a student will be managed as a critical incident.
8. All critical incidents involving international students must be notified to UniSA International via the Deputy Director: Student Engagement (refer section C (13f)) and if deemed necessary, to the Department of Home Affairs: [student.visa.program@homeaffairs.gov.au](mailto:student.visa.program@homeaffairs.gov.au) or **131 881**.
9. Non-critical incidents will be managed via existing University support services, while critical incidents will be managed in accordance with this Procedure and/or any other relevant policy, procedure, or framework.

### **C. Responding to an incident**

10. The Deputy Director: Student Engagement (or nominee), will determine the appropriate response to incidents involving students, including the immediate actions to be taken and/or escalation if needed.
11. If required, the Deputy Director: Student Engagement will delegate a nominee to manage and report on the critical incident.
12. The Deputy Director: Student Engagement (or nominee) will implement a response plan and if needed, convene a meeting of relevant stakeholders to discuss actions, support and communications required.
13. The Deputy Director: Student Engagement (or nominee) will contact relevant internal and external stakeholders, including, as appropriate:
  - a. The Manager: Counselling and Triage Counsellor to mobilise priority counselling support for impacted students.
  - b. The Executive Dean (or nominee/s) and General Managers, where an incident has the potential to affect a student's academic progress or affect multiple students within an Academic Unit.
  - c. The Manager: Safety and Wellbeing (PTC), where an incident involves or affects University staff, who will coordinate support to impacted staff by the University's Employee Assistance Program (EAP) provider.
  - d. The Chief Marketing and Communications Officer (or nominee), where an incident requires communications advice and/or support (including social media).
  - e. The Dean of Graduate Studies (or nominee), where the affected student is a research degree student.
  - f. The Pro Vice Chancellor UniSA International (or nominee) and the Manager: Student Support, where the affected student is an international, sponsored or offshore Learning Abroad/Mobility student.
    - i. Where an international, sponsored or offshore Learning Abroad/Mobility Student is under 18 years of age:
      1. additional welfare support will be provided as set out in the relevant internal Student Engagement Unit (SEU) Standard Operating Procedure;
      2. if the student's welfare (e.g. accommodation) arrangements are disrupted, the SEU will notify UniSA International within 24 hours so that UniSA International can advise the Department of Home Affairs in the required form as necessary.
  - g. The Chief of Staff (or nominee) where an incident requires the University to notify TEQSA of a material change.
14. Depending on the nature of the incident, the following staff or areas may also have responsibilities:
  - a. Student & Academic Services
  - b. Finance
  - c. Risk and Assurance Services
  - d. General Counsel
  - e. Campus Facilities Managers
  - f. Students at Risk Group

### **Notifying the student's next of kin or family**

15. The police are responsible for informing the family or next of kin of the death of a student.
16. It is expected that in most critical incidents involving life threatening injuries of a student, medical staff in hospitals or the police will communicate directly with the student's next of kin or family. However,

there may be situations where this is not possible. In these circumstances, any communication with a student's family will be coordinated by the Deputy Director: Student Engagement or their nominee.

17. Where possible, the University will endeavour to designate one staff member as the key University contact for next of kin/family.
18. Student and Academic Services (SAS) has access to next of kin/emergency contact details for students.

#### **D. Review following a critical incident**

19. At the conclusion of a critical incident, the Deputy Director: Student Engagement (or nominee), together with relevant staff involved in managing the incident, will review the management and responses to the student critical incident and identify any improvements that can be made to this Procedure.

#### **E. Reporting and record keeping**

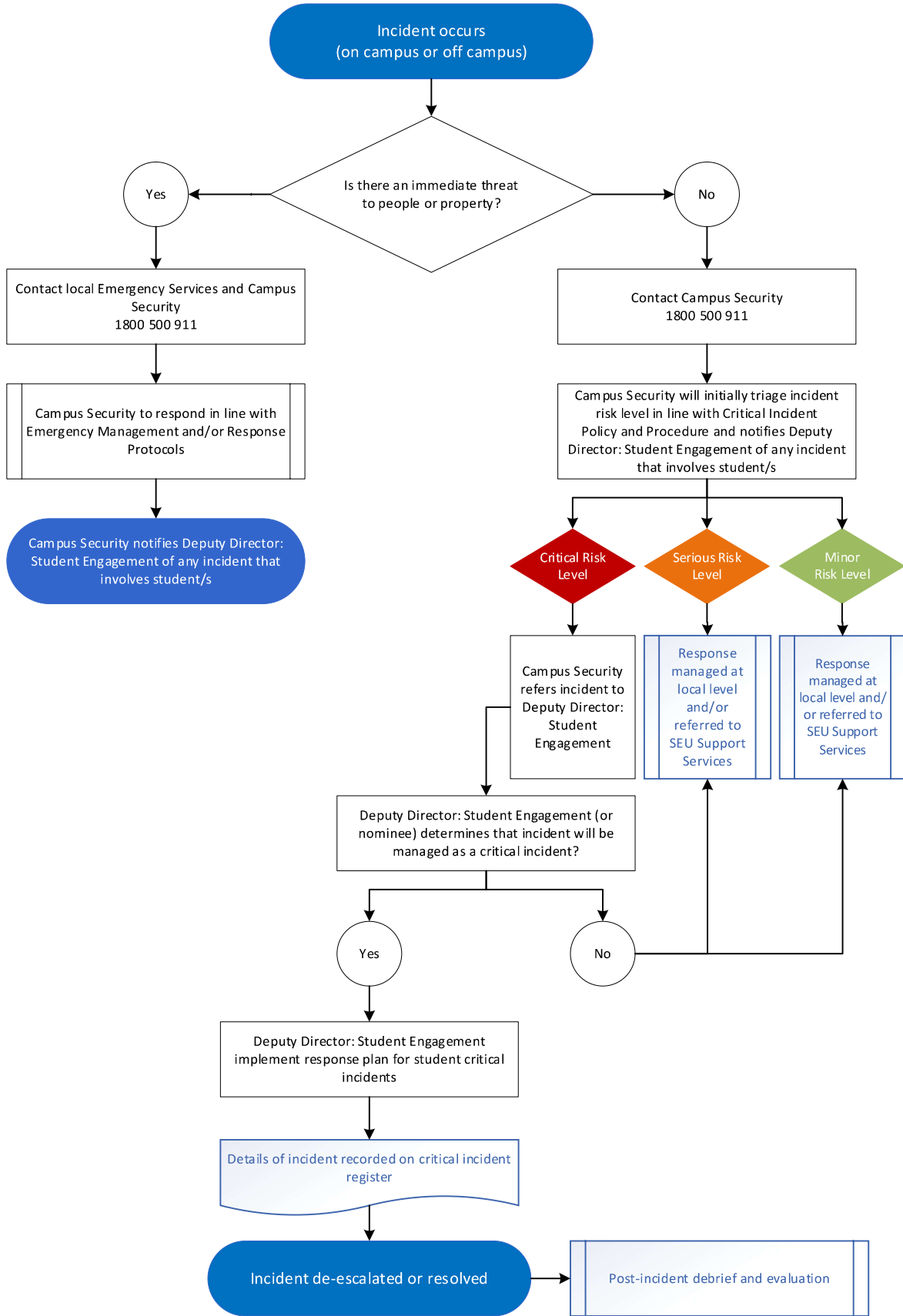
20. The Deputy Director: Student Engagement (or nominee) will record details of the incident and actions taken in a centrally located critical incident register and will maintain these records for at least two years after the incident or, in the case of an international student incident, for at least two years after the international student ceases to be an accepted student.
21. The Deputy Director: Student Engagement (or nominee) will prepare an annual summary of student critical incidents for the Chief Academic Services Officer to present to the Strategic Crisis Management Team.

#### **Associated Documentation:**

Policy : Student Critical Incident Policy  
Strategic Crisis Management Framework  
Crisis Communications Framework  
Emergency Response Manual  
Emergency Response Protocols Offshore  
Students at Risk Framework  
Sexual Assault and Sexual Harassment Policy and Procedure

- **Officer Responsible for Update and Review:** Chief Academic Services Officer
- **Approving Authority:** University Council
- **Commencement Date:** 13 June 2023
- **Review Date:** May 2026
- **History:** This is a new procedure

# Appendix 1



**NOTE:** all critical incidents involving international students must be notified to UNISA International via the Deputy Director: Student Engagement and if deemed necessary, to the Department of Home Affairs: [student.visa.program@homeaffairs.gov.au](mailto:student.visa.program@homeaffairs.gov.au) or 131 881