



CRITICAL INCIDENT POLICY

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Custodian:	General Manager		
Supporting Documents, Procedures & Forms:	Campus Emergency Plan (staff) Privacy Policy UOW Critical Incident Guidelines		
References & Legislation:	Education Services for Overseas Students Act 2000 (Cth) Migration Regulations 1994 (Cth) National Code of Practice for Providers of Education and Training to Overseas Students 2017		



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1 Purpose

- 1.1 This Policy develops the framework for managing critical incidents that involve UOW College students.

2 Scope

- 2.1 This Policy applies to critical incidents that directly involve any students enrolled in a UOW College course, whether on or off campus. This includes any critical incidents involving students under 18 years of age where UOW College has taken responsibility for the students welfare under the *Migration Regulations 1994* (Cth).
- 2.2 This Policy does not apply to minor incidents which should be managed locally according to relevant policies.
- 2.3 This Policy does not apply to critical incidents impacting UOW Students, Staff or Operations which should be referred to the Director, Student Services Division.

3 Definitions

Word/Term	Definition
Emergency	An incident that may result in sudden or unexpected injury, loss of life, or damage to property, that requires immediate attention and remedial action.
Incidents	<p>Any incident which impacts students or staff at UOW College. An incident can be defined as either a “critical” or “minor” incident.</p> <p>Critical Incidents include, but are not limited to, the following:</p> <ul style="list-style-type: none">• Death• Serious injury or illness• Hospitalisation• Public Health Alert• Mental or psychological health issue• Emergency medical evacuation• Missing person• Arrest• Suicide attempt



	<ul style="list-style-type: none">• Perpetrating or being the victim of a crime related incident (e.g. assault, sexual assault, robbery)• Anything that involves a threat to the person (e.g. stalking, domestic violence, bullying – including cyber bullying)• Reputational threat to the University of Wollongong or UOW College• External disaster• Minor incidents with the potential to imminently escalate• Any similar incidents. <p>Minor incidents are incidents which do not fall into these categories and can be managed locally. Examples include:</p> <ul style="list-style-type: none">• Minor injuries• Petty theft• Minor vehicle incidents on campus• Incidents out of session that are unrelated to UOW College activities and have no impact on students or staff• False alarms
Staff	Full-time, fixed term, part-time, sessional and casual employees of UOW Enterprises.
Student	Any person who is enrolled in any course or program offered at, or in conjunction with, the College. For vocational, this may be referred to as a learner.

4 Policy Principles

4.1 UOW College is committed to:

- Providing a safe environment for all students, staff and visitors;
- Ensuring that appropriate support strategies aimed at minimising the occurrence, impact, severity, and longevity of critical incidents are implemented;
- Facilitating an efficient return to normal operations;
- Promoting the wellbeing of staff and students through providing appropriate support and counselling support services to those affected by critical incidents; and



- e. Providing appropriate training and information resources to assist in the management of critical incidents.

5 Nominated Contact Person

- 5.1 The College General Manager is the primary contact officer in instances of critical incidents involving a student. The General Manager can be contacted at college-compliance@uow.edu.au or 4252 8804.
- 5.2 Where an incident occurs after business hours, UOW Security are to be contacted at 4221 4900. Security will alert the General Manager.

6 Initial Situation Assessment

- 6.1 Individuals who witness any critical incident or minor incident which has the potential to escalate to a critical incident, should notify UOW College staff who will then assess the nature of the situation and determine whether the situation is an:
 - a. Emergency;
 - b. Critical Incident; or
 - c. Minor Incident.

- 6.2 The following table prescribes the actions to be taken in relation to each situation:

Situation	Action(s)
Emergency Situation	Alert UOW Security immediately. Security will take control of the situation and coordinate an emergency response.
Critical Incident	Immediately report Incident to the General Manager. Wherever possible, the Critical Incident Report Form should be utilised.
Minor Incident	Manage the situation locally making use of any relevant policies or procedures.

- 6.3 Students and staff should take all possible actions to ensure their own safety when assessing an incident.



7 Preliminary Action

- 7.1 Upon receiving a report of a critical incident, either via the Critical Incident Report Form or from UOW Security, the General Manager will:
- a. Confirm the details of the student(s) involved. This includes:
 - i. Name;
 - ii. Enrolment details; and
 - iii. Contact details.
 - b. Gather all relevant background information; and
 - c. Determine whether the situation affects UOW Students, Staff or Operations or whether it is isolated to UOW College.

8 Critical Incidents impacting UOW Students, Staff or Operations

- 8.1 Where the General Manager has determined the situation impacts UOW Students, Staff or Operations, the General Manager will immediately notify the Director, Student Services Division (or their nominee).
- 8.2 Upon this notification the Director, Student Services (or their nominee) will initiate a Critical Incident Response following UOW's Critical Incident Guidelines.
- 8.3 Reports and disclosures of sexual assault and harassment impact the broader UOW community, even when occurring between two College Students. As such, incidents of this nature will always be referred to the Director, Student Services (or their nominee) for investigation.
- 8.4 The General Manager is to assist with and action any appropriate responses in consultation with the Director, Student Services Division (or their nominee) throughout the critical incident response process.

9 Critical Incidents isolated to UOW College

- 9.1 Where the General Manager has determined that a critical incident is isolated to UOW College, they will assemble a UOWC Critical Incident Team to manage the response.



9.2 During the management of any critical incidents isolated to UOW College, the General Manager will ensure relevant stakeholders are notified and, where appropriate, consulted.

9.3 The stakeholders involved in each critical incident will depend on circumstance and may include:

Stakeholder		For
	Administration Manager	Incidents requiring an administrative response or impacting administration.
	Homestay Coordinator	Incidents involving homestay students.
	Privacy Officer (Executive Director, Legal and Governance)	Advice relating to the disclosure of personal details.
	Program Manager	Incidents involving students within their portfolio.
	Student Services Manager	Issues which have/will impact the provision of services to students.
	UOW Enterprises Executive	Notification and consultation as appropriate.
	Security	Any issues which require advice or assistance from security.
	Senior Executive	All issues which will impact UOW or UOW College's brand or reputation or require external comment.
	Strategic Marketing and Communications – Media	All issues which will impact UOW or UOW College's brand or reputation or require external comment.
	Student Services Division	Consultation and advice on student related matters.
	Student Support Services	Contact as appropriate. Includes Disability and Counselling Services, Chaplain.
	Emergency Services	Consultation and information as required.



	Student's Emergency Contact	Provide information. This should be channeled through the General Manager or their nominee.
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10 Critical Incident Team

- 10.1 The Critical Incident Team ("the Team") is assembled to take any and all actions to effectively manage a critical incident.
- 10.2 The Team is led by the General Manager who will allocate tasks to appropriate individuals.
- 10.3 The response to each critical incident will depend on the circumstances. In determining the appropriate response to an incident, the team will:
- Develop a clear understanding of the facts as they relate to the incident;
 - Plan and execute an appropriate response;
 - Prepare any internal/external reports; and
 - Develop strategies to mitigate the impact and negate the risk.
- 10.4 In response to the incident, the Team will develop a Communications Strategy and, as appropriate:
- Ensure that the student(s)' emergency contact, as recorded in SOLS, is informed of the incident and/or any actions taken;
 - Liaise with police, doctors, hospital staff and other relevant professionals;
 - Determine if legal assistance is required and refer accordingly;
 - Provide follow-up condolences or other appropriate letters to the family;
 - Communicate to staff and/or student community as required.
- 10.5 Where possible, the Team will provide support to all affected parties including family, friends and staff. This may include:
- Assisting with arrangements made for visits from family and friends, e.g. accommodation, travel, crisis support and referral to appropriate services;
 - Making arrangements for affected staff, e.g. leave;
 - Making appropriate academic and/or administrative arrangements for affected students, e.g., assisting with academic consideration,



rescheduling assessment tasks or exams, assisting with deferment or withdrawal;

- d. Managing College administrative issues including amending student information systems, assisting with any refund requests or return of property.

11 Critical incidents involving International Students

11.1 UOW College must take any and all actions designed to mitigate the disruption of welfare arrangements for international students where UOW College has undertaken responsibility for the welfare of students under 18 years of age.

11.2 Where an international student is involved in a critical incident, UOW College must, as soon as practical, notify:

- a. The Department of Education and Training;
- b. The Department of Immigration and Border Protection;
 - i. Where there has been an incident which impacts the student's attendance (including death), UOW College must report the incident via the Provider Registration and International Student Management System (PRISMS).
- c. The relevant Embassy or Consulate.

11.3 The College may be required to assist the student's family with respect to:

- a. Hiring an interpreter;
- b. Assisting with travel arrangements;
- c. Making arrangements for hospital/funeral/repatriation;
- d. Obtaining a death certificate; and
- e. Assisting with personal items including insurance issues.

12 Concluding Critical Incident Investigations

12.1 The General Manager will organise a follow up meeting with the Critical Incident Team to review the incident, ensure all matters are finalised and identify and minimise risks for the future.



12.2 The General Manager will ensure that a record of critical incidents affecting a student, as well as details of any remedial action taken, will be kept on the student's file.

13 Version Control and Change History

Version Control	Date Effective	Approved By	Amendment
1	16/11/07	WCA Academic Board	New Policy
2	12/01/11	ITC Quality Manager	Minor change only - Migrated to new template
3	20/06/11	ITC Quality Manager	Minor change only - Update for name change
4	29/07/16	Compliance Officer	Minor change only – updated branding and moved to new template, formatting to remain consistent with other procedures.
5	07/09/2017	Academic Board	Policy reviewed in line with the policy review schedule and revised National Code. Clarification of application in critical incidents to sexual assault and harassment.