



INCIDENT MANAGEMENT POLICY

Version:	Approved by:	Approval Date:	Effective Date:	Next Review:				
6	Academic Board	1 December 2022	1 December 2022	1 December 2025				
Responsible Officer:	General Manager		Document No:	UOWC-ADM-POL-01				
Purpose:	This Policy develops the framework for managing critical incidents that involve UOW College students.							
Scope:	UOWCA	✓	UOWCHK		UOWD		UOWGE	✓
	This Policy applies to critical incidents that directly involve any students enrolled in a College course, whether on or off campus. This includes any critical incidents involving students under 18 years of age where the College has taken responsibility for the students' welfare under the <i>Migration Regulations 1994</i> (Cth).							
	The policy does not apply to incidents involving students enrolled in College courses which are delivered by offshore collaborative partners. In this case it is the responsibility of the partner institution to manage incidents.							
	This Policy does not apply to minor incidents which should be managed locally according to relevant policies.							
Related Documents:	This Policy does not apply to critical incidents impacting UOW Students, Staff or Operations which should be managed in accordance with the relevant policies and procedures.							
	UOW Emergency Management Plan							
	UOW Emergency Response Guidelines							
	Privacy Policy							
References & Legislation:	UOW Critical Incident Guidelines							
	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 2018								



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1 Definitions

Word/Term	Definition
Emergency	An incident that may result in sudden or unexpected injury, loss of life, or damage to property, which requires immediate attention and remedial action.
Critical Incident	<p>A Critical Incident is a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.</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• Urgent mental or psychological health issue• Emergency medical evacuation• Missing person• Arrest• Suicide attempt• Perpetrating or being the victim of a crime related incident (e.g. assault, sexual assault, robbery)• Any alleged sexual, physical or other abuse perpetrated against overseas students under 18 years of age• Reputational threat to the University of Wollongong or The College• External disaster• Minor incidents with the potential to imminently escalate• Incidents that may cause physical or psychological harm
Incidents	Any incident which impacts students or staff at the College. An incident can be defined as either a “critical” or “minor” incident.
Minor Incident	<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• Minor disagreements involving students/other stakeholders• Petty theft



	<ul style="list-style-type: none">• Minor vehicle incidents on campus• Incidents out of session that are unrelated to 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 Global Enterprises.
Student	Any person who is enrolled in any course or program offered at, or in conjunction with, the College.

2 Policy Principles

2.1 The 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;
- Providing appropriate training and information resources to assist in the management of critical incidents;
- Ensuring that students are informed about who to contact in the event of emergency, how to seek assistance for and report an incident that significantly impacts their wellbeing, and relevant building emergency procedures.

3 Nominated Contact Person for Students

- The Student Services Manager is the primary contact in instances of minor incidents involving a student. The Student Services Manager can be contacted at college-advisor@uow.edu.au or 4252 8804.
- The College General Manager or Deputy General Manager are the primary contact officers in instances of critical incidents involving a student. The General Manager/Deputy General Manager can be contacted at college-compliance@uow.edu.au or 4252 8804.



- 3.3 Where an incident occurs outside of business hours, UOW Security are to be contacted at 4221 4900. Security will alert the General Manager.
- 3.4 In case of emergency, Emergency Services (Police, Fire and Ambulance) should be called on 000.

4 Initial Situation Assessment

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

- 4.2 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. If Security cannot be contacted for any reason, contact Emergency Services (Police, Fire and Ambulance) on 000.
Critical Incident	Immediately report Incident to the General Manager or Deputy General Manager. Wherever possible, the Critical Incident Report Form should be used.
Minor Incident	Manage the situation locally making use of any relevant policies or procedures.

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



5 Minor Incidents Involving or Impacting Students

- 5.1 Students involved in a minor incident on campus can report the event to a Student Advisor. If it is not appropriate for the student to report the matter to the Student Advisor, the student may escalate the matter to the Student Services Manager.
- 5.2 If the incident is related to student's work placement as part of their vocational course of study, it is the responsibility of the RTO Manager to investigate, take action and report on the minor incident using the Incident Hazard Report Form. The RTO Manager can delegate this responsibility to the applicable Program Manager where necessary.
- 5.3 Staff who witness an incident or manage an injury involving a College student will need to inform their Manager/ Supervisor immediately of the event and complete an Incident Hazard Report Form. If there was no injury resulting from the incident or hazard, the staff member must report the incident to their Manager/ Supervisor within a 24 hour period.
- 5.4 Once the staff member has completed the Incident Hazard Report Form, they must provide a copy of the completed form to the Student Services Manager and the relevant Program Manager.
- 5.5 The Student Services Manager will then register this information on the Incident and Hazard Register.

6 Preliminary Action Upon Receiving a Report of a Critical Incident

- 6.1 Upon receiving a report of a critical incident, either via the Critical Incident Report Form or from UOW Security, the General Manager/Deputy 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 the College.



Stakeholder		For
UOW Global Enterprises	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 Global Enterprises Executive	Notification and consultation as appropriate.
UOW	UOW Security	Any issues which require advice or assistance from security.
	Senior Executive	All issues which will impact UOW or the College's brand or reputation or require external comment.
	Strategic Marketing and Communications – Media	All issues which will impact UOW or the College's brand or reputation or require external comment.
	Student and Accommodation Services Division	Consultation and advice on student related matters.
	UOW Student Support Services	Contact as appropriate. Includes Accessibility and Inclusion Services, Counselling Service,



		Safe and Respectful Communities Team.
	UOW Global Enterprises Executive	Notification and consultation as appropriate.
External	Emergency Services	Consultation and information as required.
	Student's Emergency Contact	Provide information. This should be channeled through the General Manager or their nominee.

7 Critical Incidents impacting UOW Students, Staff or Operations

- 7.1 Where the General Manager/Deputy General Manager has determined the situation impacts UOW Students, Staff or Operations, he or she will immediately notify the UOW Director, Student and Accommodation Services Division (SASD).
- 7.2 Upon this notification the Director, SASD will initiate a Critical Incident Response following UOW's Critical Incident Guidelines.
- 7.3 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, SASD for investigation.
- 7.4 The General Manager/Deputy General Manager is to assist with and action any appropriate responses in consultation with the Director, SASD throughout the critical incident response process.

8 Critical Incidents Isolated to the College

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



- 8.2 During the management of any critical incidents isolated to the College, the General Manager/Deputy General Manager will ensure relevant stakeholders are notified and, where appropriate, consulted.
- 8.3 The stakeholders involved in each critical incident will depend on circumstance and may include:

9 Critical Incident Team

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



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- c. 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.

10 Critical Incidents Involving International Students

- 10.1 The College must take any and all actions designed to mitigate the disruption of welfare arrangements for international students where the College has undertaken responsibility for the welfare of students under 18 years of age.
- 10.2 Where an international student is involved in a critical incident which will have a significant impact on the student's studies, the College must, as soon as practical, notify:
 - a. The Department of Home Affairs;
 - i. Where there has been an incident which impacts the student's attendance (including death), the College must report the incident via the Provider Registration and International Student Management System (PRISMS).
 - b. The relevant Embassy or Consulate.
- 10.3 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.

11 Concluding Critical Incident Investigations

- 11.1 The General Manager/Deputy 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.



- 11.2 The General Manager/Deputy 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.
- 11.3 The General Manager/ Deputy General Manager will keep a central record of all critical incidents, outlining the incident, the outcome and any changes made as a result of the incident.

12 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.
6	30/11/2022	Academic Board	Update to template