

Student Critical Incident Management Procedures

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Document URL	http://policies.griffith.edu.au/pdf/Student Critical Incident Management Procedure.pdf
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Description	The Student Critical Incident Management Procedures support the Griffith community in responding to and managing critical incidents (not defined as an 'emergency' under the <i>Emergency Management Plan</i>) by outlining the steps to be taken to identify, assess, respond to, manage and report critical incidents involving Griffith University students. The Procedures should be read in conjunction with the <i>Student Critical Incident Policy</i> . The Policy and Procedures are in accordance with Standards 5 & 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 Global Mobility Policy](#)
[Griffith University Privacy Plan](#)
[GSafe Incident Reporting](#)
[Report a Concern Form](#)
[Security Incident Report](#)
[Student Charter](#)
[Student Critical Incident Management Policy](#)
[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](#)
[Enterprise Risk Management Policy](#)
[Under 18 International Student Policy and Procedures](#)
[Workplace Harassment Bullying and Discrimination Policy](#)

[\[Scope\]](#) [\[Procedures\]](#) [\[Under 18 International Student Critical Incidents\]](#) [\[HDR Candidate Critical Incidents\]](#)
[\[Academic Support\]](#) [\[Appendix 1:Student Critical Incident Resources\]](#)

1. SCOPE

These procedures support the *Student Critical Incident Management Policy* and apply to:

- (a) Any category of individual or groups of enrolled students (e.g. non-award, undergraduate, postgraduate and research, domestic and international¹) 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 activity regardless if onshore or off-shore. University related activity includes 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.

Emergencies as defined under the *Emergency Management Plan* and at section 4 of the *Student Critical Incident Management Policy* are to be handled in accordance with the *Emergency Management Plan*.

Crisis as defined in the University's *Emergency Management Plan* and *Crisis Management Plan* and at section 4 of the *Student Critical Incident Management Policy* are to be handled in accordance with the *Crisis Management Plan*, and if appropriate, 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.

Student critical incidents are defined in section 4 of the *Student Critical Incident Policy* and are managed in accordance with the policy and these procedures.

Non-critical incidents are defined in section 4 of the *Student Critical Incident Policy* and are managed in accordance with the relevant Griffith University or Griffith College policy.

2. PROCEDURES

A student critical incident may be reported via an external agency, a member of the public, staff or fellow students using telephone numbers listed on the University's emergency or safe campuses websites or via the online Report a Concern form.

Following a critical incident report involving Griffith University or Griffith College students the process of managing the student critical incident involves the following steps:

2.1 **Step 1 - Determine and Notify the Response Manager**

When a student critical incident occurs the Response Manager (RM) is determined by whether the incident occurred within or outside Australia and whether the student/s is a Domestic, International or Griffith College student in accordance with [Table 1](#).

The RM will be notified of the incident immediately by phone via Short Message Service (SMS) or email using the following communication protocol:

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

Subject Header	Explanation
Student Critical Incident – Notification	Response required Providing details about an incident.

A detailed report of the incident will be forwarded electronically to the RM via a URL link in the SMS or email message. Where a RM is not contactable the RM's delegate will be notified.

Table 1 Determining the Response Manager

Affected Student/s	Response Manager (RM)	RM Delegate
Domestic Student/s within Australia	SDVC or their delegate sdvc@griffith.edu.au	Registrar registrar@griffith.edu.au
Domestic Student/s outside Australia i.e. outbound mobility	VP (Global) or their delegate vp_global@griffith.edu.au	Director Griffith International h.piper@griffith.edu.au
International Students (1 or more) both within and outside of Australia, including those studying at GELI	VP (Global) or their delegate vp_global@griffith.edu.au	Director Griffith International h.piper@griffith.edu.au or Director GELI geli-director@griffith.edu.au
Both Domestic and International students	SDVC or their delegate sdvc@griffith.edu.au and the VP (G) vp_global@griffith.edu.au or their delegate, together they will determine who assumes the role of Response Manager (RM).	Registrar registrar@griffith.edu.au or Director, Griffith International h.piper@griffith.edu.au or Director GELI geli-director@griffith.edu.au
Griffith College student – domestic & international	College Director & Principal or their delegate Leigh.Pointon@griffithcollege.edu.au	Griffith College Student Counsellor Mike.Shapcott@griffithcollege.edu.au

The RM will:

- Confirm that the person or people involved in the incident were Griffith University or Griffith College students.
- Record any details of the incident provided by the person who reported the incident.
- Determine the circumstances of the situation, including the impact on bystanders who may have witnessed the incident (and who may be international or domestic students, or staff).
- Establish a Critical Incident Management Team (CIMT), if necessary, and assign roles and responsibilities accordingly, or appoint an Incident Manager (IM) or plan an immediate response.
- Inform the Chief Operating Officer immediately if a student/s has died, been injured or has an infectious disease. In the case of an infectious disease or other public health incident, the Head of the University Health Centre must also be notified immediately. The Health Centre will notify Queensland Health and act as the liaison point with Queensland Health.

The Coordinator of the CIMT or the IM will continue to liaise with the appropriate RM or delegate.

2.2 **Step 2 - Initial Assessment and Action**

2.2.1 **Step 2a - Initial Assessment**

The Coordinator of the CIMT or the IM will:

- review details of the incident, as provided by the person who reported the incident to develop a clear and complete understanding of the incident;
- determine the scale and impact of the incident;
- identify any specialist professional expertise and any notifications to external agencies that may be required as set out in [Table 2](#); and
- allocate individual roles and responsibilities for ongoing tasks or
- refer the incident for management under another University policy as per section 3.0 of the *Student Critical Incident Policy*.

2.2.2 **Step 2b – Initial Action**

The Coordinator of the CIMT or the IM will:

- obtain up-to-date information about what happened and about the current situation;
- gather information from sources such as security, police, hospital, and friends;
- obtain detailed student information, e.g. student ID number (s), local address, next of kin, nationality, religion, known medical conditions, and, in the case of international students, details about the OSHC provider and sponsor/agent, etc.; and
- where the incident involves a student with a psychiatric disability, determine in consultation with the Chief Operating Officer, to what extent information can be provided or shared under the Privacy Plan; and plan an ongoing strategy, taking account of professional advice received.

The Coordinator of the CIMT or the IM may use the following protocol for communicating via Short Message Service (SMS) or email with the RM or other relevant staff as specified in 6.5 of the *Student Critical Incident Policy*.

Subject Header	Explanation
Student Critical Incident – response required	Response required Providing details about an incident and seeking response or advice re how it is being managed
Student Critical Incident – action required	Action required Providing details about an incident and asking for some kind of action
Student Critical Incident – update	No action or response required Providing FYI details about progress on management of an incident

2.3 **Step 3 - Intervention**

The Coordinator of the CIMT or the IM, based on information gathered through [Step 2](#) will:

- instigate and oversee the appropriate intervention as set out in [Table 2](#);
- determine how best to incorporate, and time, each of the steps in the intervention framework, particularly when an incident involves both international and domestic students; and
- consult the *Student Critical Incident Procedure Checklist* and where appropriate, the *Griffith International Student Critical Incident Management Guidelines* to ensure all of the steps required for an intervention are undertaken in a compassionate and culturally sensitive manner.

Table 2 Critical Incident Interventions & Notifications to External Agencies

Critical Incident Type	Coordinator of CIMT/IM Intervention													
	Telephone numbers & website addresses in Appendix 1 Student Critical Incident Resources													
D – Domestic Student I – International Student Do - Domestic outbound Mobility Sa – Study Abroad & Exchange Student X – all of the above	Police	Next of Kin	Griffith Security	Griffith OMC	Hospital/Medical Service	Ambulance	Fire Service	Home University	Accommodation Provider	OSCH Provider	Department of Home Affairs	Referral to other policy	Counselling	Consulate
<i>Personal</i>														
• Death of a student	X	Police informs		X	X			Sa	X	I	Do & I		X	Do, Sa & I
• attempted suicide, self-harm		X	on-campus		X				X			X	X	
• life threatening injury/illness		X	on-campus		X			Sa	I	I		X		
• sexual assault	X with student	X	on-campus		X			Sa	X			X	X	
• missing students (in the case of Under 18 International student refer to Under 18 International Student Policy and Procedures)	X	Police informs	on-campus	X				Sa	X		Do & I			Do, Sa & I
• off-campus hostage situation/kidnapping/terrorism ²	D & I			X				Sa	X					
• domestic violence	X		on-campus									X	X	
• violent behaviour including severe verbal/psychological aggression	X		on-campus		X				X	I			X	
• child protection matter		D & I			D & I				D & I	I		I	D & I	
• shock													X	

² Occurring off campus is not dealt with under the *Emergency Management Plan*, if occurs on campus refer to *Emergency Management Plan*.

Critical Incident Type	Coordinator of CIMT/IM Intervention													
	Telephone numbers & website addresses in Appendix 1 Student Critical Incident Resources													
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<i>Medical requiring hospitalisation</i>														
• burns/scalds			On-campus			X			X	I				
• drug/ alcohol overdose			On-campus			X			X	I				
• epi-pen use									X	I				
• infectious/pandemic disease (if scale not sufficient to be considered an emergency)									X	I				
• injury			On-campus			X			X	I				
• mental health crisis	X		On-campus						X	I				
• poisoning									X					
<i>Other: Note this policy applies only if the scale is not sufficient to be considered an emergency. Emergencies as defined at section 4 of the Student Critical Incident Management Policy are to be handled in accordance with the Emergency Management Plan.</i>														
• natural disaster ³	X						X		X				X	

2.4 Step 4 - Communication

The Coordinator of the CIMT or the IM, in making contact with relevant agencies and people will:

- act in accordance with the Griffith University [privacy plan](#);
- ensure information about the incident is treated confidentially and disclosed only to those persons who have a right to the information by virtue of their role in the process, as required by law, or because of their kinship relationship with an affected student; and
- consult the *Student Critical Incident Communication Guide and Protocols*.

³ 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*.

2.5 Step 5 – Reporting, Record Keeping, Evaluation and Follow Up

2.5.1 Step 5 a – Reporting, Record Keeping and Referral to other Policies

2.5.1.1 Reporting and Recordkeeping

The Coordinator of the CIMT or the IM will receive reports related to a student critical incident in one or more of the following ways, but not limited to these:

- Report a Concern about a Student Form
- Security Incident Report
- AAS Critical Incident Report
- GSafe
- International SOS.

The Coordinator of the CIMT, or the IM, is responsible for ensuring that the other relevant staff as specified in section 6.5 of the *Student Critical Incident Policy* are informed as necessary about the incident.

The Coordinator of the CIMT or the IM is responsible for ensuring all critical incidents are recorded via GSafe if they occur on campus, or if they relate to work or study undertaken on behalf of the University, on or off campus.

Records related to critical incidents involving international students are to be maintained for a period of at least 2 years after an international student ceases to be enrolled.

Reporting to external bodies or agencies will be undertaken in a timely and professional manner, taking privacy provisions into account.

Referral for Management Under Related Policies

When managing a student critical incident it may become apparent that the situation also needs to be managed under another University policy, including but not limited to:

- *Emergency Management Plan,*
- *Crisis Management Plan,*
- *Griffith Global Mobility Policy,*
- *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,*
- *Griffith Health Code of Professional Practice,*
- *Workplace Harassment, Bullying and Discrimination Policy,*
- *Resolution of Complaints of Workplace Harassment, Bullying and Discrimination Procedures,*
- *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 RM or delegate.

2.6 **Step 5b - Follow Up and Evaluation**

2.6.1 **Follow Up**

The Coordinator of the CIMT, or the IM, following implementation of the [Step 3](#) intervention, will:

- monitor the need for psychological first aid and maintain contact with those who may need counselling and ongoing support;
- assess the need for follow-up sessions for those involved in the incident and organise if necessary,
- in the event of a death of a student/s, ensure appropriate levels of support are offered regarding memorial service/s or funeral arrangements, particularly where students are from interstate, remote areas in Queensland, or overseas. Chaplaincy and Allianz Global Assistance, as the University's provider of Overseas Student Health Cover, may be contacted for assistance; and
- consult the *Student Critical Incident Procedure Checklist* and where appropriate, the *Griffith International Student Critical Incident Management Guidelines* to ensure all of the steps required for following up a student critical incident are undertaken in a compassionate and culturally sensitive manner.

2.6.2 **Evaluation**

The Coordinator of the CIMT, or the IM will:

- consult with staff and student counselling services regarding the provision, timing and format of appropriate debriefing processes for staff and students, and ongoing support and counselling that may be required; and
- evaluate the implementation of procedures and responses, and suggest possible changes and improvement for future critical incidents.

3. **UNDER 18 INTERNATIONAL STUDENT CRITICAL INCIDENTS**

University staff and/or the approved homestay family must report a critical incident involving an under 18 international student to the Vice President (Global) as RM or their delegate in accordance with [Step 1](#) of the procedures.

The University ensures at all times there are appropriate ongoing welfare arrangements in place by allocating each under 18 international student to an International Student Advisor (ISA) who is responsible for monitoring their welfare. Where welfare arrangements are interrupted, hospitalization or medical services are required the International Student Advisor (ISA) should be contacted as soon as possible. Where it becomes apparent that an under 18 international student is the subject of a critical incident the International Student Advisor is to record the details of the incident and report the incident to the RM or delegate as set out in [Step 1](#) of the procedures.

In accordance with [Step 2](#) the Coordinator of the CIMT or the IM may notify the incident to the Police, student's next of kin, statutory services, Department of Home Affairs or other agencies. 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.

In the event that an under 18 international students is exhibiting behaviours that are of concern in relation to their personal, physical, or emotional wellbeing, including when students go missing from approved homestay accommodation the International Student Advisor (ISA) should be contacted as soon as possible. The International Student Advisor is to record the details of the incident and report the incident to the RM or delegate as set out in [Step 1](#) of the procedures.

In accordance with [Step 2](#) of the procedures the Coordinator of the CIMT or the IM may contact the next of kin and lodge a missing person's report, in addition Griffith International may record appropriate notifications on Provider Registration and International Student Management System (PRISMS) within 14 days of being advised that the student is missing and notify the Department of Home Affairs if appropriate.

Critical incidents in relation to under 18 international students are to be reported and recorded in accordance with [Step 5](#) of the procedures.

4. HIGHER DEGREE RESEARCH (HDR) CANDIDATE CRITICAL INCIDENTS

During the HDR candidature, University staff in close and/or regular contact with HDR candidates, particularly a candidate's supervisory team and the HDR Convenor of the host Academic Element, need to respond to changes in a candidate's personal circumstances, which may include a critical incident. University staff must report a critical incident involving a HDR candidate to the RM or their delegate in accordance with [Step 1](#) of the procedures. Critical incidents related to HDR candidates should be managed by the Coordinator of the CIMT or the IM in accordance with Steps 2 – 4.

At Step 5 the Dean, Griffith Graduate Research School and/or the relevant Academic Group Dean (Research) are to determine the actions that may be taken to support HDR candidates involved in a critical incident to maintain their candidature in accordance with Section 8 of the *Higher Degree Research Policy*. Critical incidents in relation to HDR candidates are to be reported and recorded in accordance with [Step 5](#) of the procedures.

5. ACADEMIC SUPPORT FOR STUDENTS INVOLVED IN CRITICAL INCIDENTS

For coursework students as part of Step 5 the Coordinator of the CIMT, or the IM may organise for:

- special consideration to be extended to a student/s in respect of their course and any assessment item in the course as specified in Section 9.1.1 of the *Assessment Policy*.
- deferred assessment for students prevented from undertaking an assessment item as specified in Section 9.3 of the *Assessment Policy*.
- withdrawal from a course/s due to special circumstances as specified in Section 7.6 of the *Student Administration Policy*.
- periods of leave of absence as specified in Section 9.2 of the *Student Administration Policy*.
- the maximum period for completing a program to be extended on the basis of exceptional circumstances affecting the student's progress in the program as specified in Section 10.1 of the *Student Administration Policy*.

Appendix 1 – Student Critical Incident Resources

External Resources		
External Department	Location/Link	Phone No.
Emergency Services, Police Fire, Ambulance	For Emergency Assistance whilst on an overseas journey relating to work or study contact International SOS immediately to report urgent medical, travel or other assistance during the journey by telephoning reverse charge (from overseas) (61) (2) 9372-2468, quote Griffith University's membership number 12AYCA000069.	000 112 for Mobile
Brisbane Police Communications Centre	https://www.police.qld.gov.au/	131 444 3055 6206
Broadbeach Police Communications Centre	https://www.police.qld.gov.au/	5581 2839
Dept of Foreign Affairs & Trade (DFAT)	http://dfat.gov.au/pages/default.aspx	1300 555 135 (emergencies)
Dept of Home Affairs	https://www.homeaffairs.gov.au/	1300 558 287
Emergency & Health Care Services Gold Coast	http://www.goldcoastinfo.net/resources/emergency/	000 112 for Mobile
Fire and Emergency Services QLD	https://www.qfes.qld.gov.au/	000 112 for Mobile
Gold Coast Private Hospital, Southport	http://www.goldcoastprivatehospital.com.au/	5530 0300
Gold Coast University Hospital, Southport	https://www.health.qld.gov.au/goldcoasthealth/	1300 744 284
John Flynn Hospital, Tugun	http://www.johnflynnprivate.com.au/	5598 9000
Logan Hospital, Meadowbrook	https://metrosouth.health.qld.gov.au/logan-hospital	3299 8899
Mater Hospital, South Brisbane	http://www.mater.org.au/Home/Hospitals/Mater-Hospital-Brisbane	3163 8111
Princes Alexandra Hospital, Woolloongabba	https://metrosouth.health.qld.gov.au/princess-alexandra-hospital	3176 2111
Prince Charles Hospital, Chermside	https://www.health.qld.gov.au/tpch/	3139 4000
Pindara Hospital, Benowa	http://www.pindaraprivate.com.au/	5588 9888
Poison Information Centre	http://www.poisonsinfo.nsw.gov.au/	13 11 26
QE II Hospital, Coopers Plains	https://metrosouth.health.qld.gov.au/qeii-jubilee-hospital	3182 6111
Royal Brisbane and Women's Hospital, Herston	https://www.health.qld.gov.au/rbwh/	3646 8111
Wesley Hospital, Auchenflower	http://wesley.com.au/	3232 7000

University Resources		
Element	Location	Phone Number
Campus Security	All campuses	X7777
Counselling Service	Gold Coast Logan Mt Gravatt Nathan South Bank, QCA/QCGU	X28734 X21159 X55669 X57470 X57470
Griffith College	https://www.griffith.edu.au/college/contact-us	X55786
Griffith English language Institute	https://www.griffith.edu.au/international/griffith-english-language-institute/contact-us	X53463
Griffith Homestay providers, all campuses	https://www.griffith.edu.au/accommodation/homestay	X57919
Griffith University Village, Gold Coast campus	https://www.mystudentvillage.com/au/griffith-university-village/contact/	5560 6190
GUMURRII Student Support Unit	https://www.griffith.edu.au/gumurrii-student-support-unit	X57676
Health Service	Gold Coast Nathan	X28794 X57299
International Student Advisory	All campuses	0418 159 419
Student Accommodation, Brisbane campuses	https://www.griffith.edu.au/accommodation	X57575 X55808