

UQ College (UQC)

Policy and Procedure

Reference	HS1.01.01
Title	Student Critical Incident Management
Custodian	CEO
Reviewer	Senior Manager Corporate Services
Date Approved	16 June 2022
Review Date	16 June 2024
Audience	All UQ College staff including volunteers and contractors All UQ College students University of Queensland Student Services staff
Associated Policies	Education Services for Overseas Students (ESOS) Act 2000 National Code of Practice 2018 UQ PPL 1.80.01 Enterprise Risk Management UQ PPL 2.30.01 Occupational Health and Safety Risk Management UQ PPL 3.40.15 International Student Supervision Program – Procedures UQ PPL 1.50.13 Sexual Misconduct Prevention and Response – Procedures UQ PPL 1.60.02 Privacy Management UQ PPL 6.40.01 Information Management Policy UQC Students Aged Under 18 Years Policy and Procedure UQC Complaints and Appeals Policy
Version	1.0

Purpose and Scope

This policy, in conjunction with The University of Queensland's Incident Management Policy [UQ PPL 1.80.01 Enterprise Risk Management](#), outlines the framework in preparing for, responding to and recovering from a critical incident, to ensure compliance with the ESOS Act 2000, and the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

This policy applies to all:

- i. All UQC students
- ii. All UQC staff including volunteers and contractors
- iii. University of Queensland Student Services staff involved in the administration of the UQ International Student Supervision program (ISSP)

Policy

UQC recognises a duty of care to ensure the health and safety of the students enrolled in its programs of study. The principal objective of this policy is to facilitate planning for the effective management of critical incidents involving students. This policy has been developed to ensure UQC:

- implements and maintains administrative controls to minimise the impact of student critical incidents;
- provides appropriate training and resources to staff to enable clear decision making and effective action when responding to student critical incidents;
- prioritises the safety and wellbeing of individuals involved in student critical incidents;
- communicates efficiently with all relevant stakeholders regarding student critical incidents;
- provides appropriate counselling and support to people affected by student critical incidents;
- maintains appropriate records of student critical incidents and follow-up actions consistent with relevant privacy protocols.

Critical Incident

A critical incident is defined in the National Code Section 6 as any incident 'that could affect the overseas student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm.'

More generally, it is also perceived as being a traumatic event that has the potential to involve the police, emergency services, and/or hospitalisation, and therefore is likely to be a cause of extreme stress and anxiety to the student(s) affected and other members of the community impacted by the critical incident.

- A critical incident involving a student, or students, can occur on campus or off-campus.
- Most critical incidents occur suddenly and unexpectedly but the circumstances and after-effects can be protracted.
- The incident may be on-going, or it may just have occurred, or it may have occurred in the past but is considered sufficiently serious to require intervention.

The table below provides a non-exhaustive list of some examples of critical incidents involving students and which may affect any member of the UQC community:

Table 1 Examples of Critical Incidents

Category	Description
Personal	<ul style="list-style-type: none"> • death of a student; • serious injury or life-threatening illness requiring hospitalisation; • sudden medical emergency, e.g. EpiPen use; allergic reaction; drug or alcohol-related; asthma attack; etc • attempted suicide or self-harm, or imminent risk of suicide or self-harm; • child protection matter (students under 18 years of age) • missing student (24 hours for student under 18 years of age); • sexual harassment or sexual assault; • physical assault, • domestic violence; • significant psychological or mental-ill health issues threatening the safety of student/s; • witnessing a serious incident such as accidents, crimes, etc.
Community	<ul style="list-style-type: none"> • building fire; • bomb threat; • suspicious/armed intruder in building or on campus; • severe weather, storms, flooding; • natural disasters in Australia. • natural disasters, civil unrest, or war in home country; • infectious disease / pandemic.

Non-Critical Incident

Non-critical incidents have the potential to become critical incidents however, many incidents are often resolved before reaching this stage, e.g. minor accident in which student is unharmed, student misconduct, accusations of student conflict, loss of property, low attendance, etc.

Depending on the nature of the non-critical incident, the relevant UQC staff member may deem it appropriate to manage and record the incident with reference to standard operating procedures and relevant UQC policies: e.g. Student Misconduct Policy; Complaints and Appeals Policy; Attendance Policy; etc.

UQ Enterprise Incident Response Structure

UQ has a tiered incident response structure to ensure an integrated, scalable, enterprise wide and consistent response to disruptive incidents [UQ PPL 1.80.01 Enterprise Risk Management](#). The structure applies to all University operations and affiliates.

Initial Critical Incident Assessment

The UQ Incident Management Procedure [UQ PPL 1.80.01 Enterprise Risk Management](#) requires that incident assessment must occur prior to activating a response at any level within the incident response

structure. The level of response required to a critical incident may vary in accordance with the circumstances and scale of the incident. Incident assessment is a key component of incident management and ensures the appropriate level of response is activated. Incident assessment includes:

- Assessment of the nature and scope of incident
- Assessment of actual or potentially imminent consequences
- Required notifications and escalation of incident
- Required activation of teams, plans and processes.

UQC Student Critical Incident Response Team (SCIR)

The UQ Incident Management Procedure [UQ PPL 1.80.01 Enterprise Risk Management](#) requires the formation of a Local Response Team to enable staff and managers to prioritise and focus on incident management.

At UQC this is the Student Critical Incident Response Team (SCIR).

The UQC SCIR Team is the team of UQC and UQ staff designated to assess and respond to a student critical incident that has occurred. A SCIR Team is established with each critical incident which is defined within this policy and procedure and its composition will depend on the type of incident.

Membership of the SCIR Team will include:

- UQC CEO (Convenor) (or delegate)
- UQ Director of Student Services (or delegate)
- UQC Senior Managers (or their delegate)
- Other UQC staff nominated by the Convenor, for example Welfare Officer
- Other UQ staff as required, e.g. Legal; Compliance; ITS; etc
- Incident Manager nominated by the Convenor. The Convenor may act as the Incident Manager or appoint an appropriate member of the SCIR to act as the Incident Manager

The purpose of the SCIR Team is to:

- Coordinate the response and monitor the management of critical incidents involving students.
- Ensure the ongoing safety and welfare of all students, staff and other UQC stakeholders affected by the incident in a way that is responsive to the circumstances.
- Ensure the incident is appropriately reported and in a timely manner, to relevant senior managers including the University Incident Management Team, (UMIT) (if activated); see [UQ PPL 1.80.01 Enterprise Risk Management](#).
- Ensure student(s), staff, emergency contacts, parents/custodians, accommodation service providers, and other relevant persons involved in the incident are kept informed, as appropriate and in consideration of the rights of those involved.
- Prepare a Support Plan for the student(s) affected and ensure appropriate assistance is provided to the student and their family, including (but not limited to) access to counselling services, translation services, legal assistance, emergency accommodation, food or other supplies for the affected student(s) etc., as required.
- Prepare a Communication Plan for authorisation by UQ's Chief Marketing & Communication Officer (or delegate), to include consideration of communications for the various stakeholders as applicable:
 - affected UQC students and staff

- key stakeholders at the University including senior leadership staff in Student Affairs, Compliance, IT, Finance, Legal, and Academic Services
- relevant government agencies, including the DHA, TEQSA, ASQA, and via PRISMS in the case of death or prolonged absence
- relevant embassies, and/or consulates
- media
- Ensure that an appropriate record of the management of any critical incident is maintained and is compliant with appropriate privacy protocols.

Training and Resources

UQC implements the following control measures to promote safety-awareness and ensure a timely and efficient response to student critical incidents:

- a. publishes the UQC Student Critical Incident Management Policy and Procedure on its website;
- b. ensures that staff are made aware of the critical incident policy and procedure during their induction and annually at Professional Development sessions;
- c. advises students of the Emergency Contacts and the procedures for reporting critical incidents, during their program orientation;
- d. reviews student critical incident plans and emergency contact information annually;
- e. displays a list of Emergency Contacts and classroom incident protocols in all classrooms;
- f. ensures all staff complete the UQ Emergency Evacuation Training module annually;
- g. displays building evacuation directions on all floors;
- h. appoints a Deputy/Chief Building Warden and wardens to implement on-campus emergency evacuation procedures;

appoints at least two trained and certified First Aid Officers. (All UQ Security Personnel are also trained First Aid Officers.)

Table of Contents

Purpose and Scope	2
Policy	2
Procedure	7
1. Reporting student critical incidents	7
2. Managing student critical incidents	8
3. Managing student fatalities	10
4. Critical incidents involving international students under 18 years of age	10
5. Academic support for students involved in critical incidents	11
6. Contact with the media	11
7. Notifiable critical incident.....	11
8. Records management	12
9. Annual evaluation and review	12
10. Roles and responsibilities	12
Appendix A: Key Contacts	14
Appendix B: Classroom Incident Management	15
Appendix C: Critical Incidents Involving Students Under 18 Years of Age	16
Appendix D: Critical Incident Form	25
Appendix E: Critical Incident Response – Key Steps	26
Appendix F: Definitions	27
Document History	28

Procedure

1. Reporting student critical incidents

1.1 Emergency procedures

On-campus	Off-campus
If the incident involves death, serious injury, or a threat to life or property, contact UQ Security (available 24/7) immediately on 3365 3333.	If the incident involves death, serious injury, or a threat to life or property, contact emergency services (police, ambulance or fire brigade) on 000.
Where First Aid might be required, contact a UQ College First Aid Officer on ext 66770, or UQ Security on 3365 3333.	

In incidents on-campus involving serious injury or other life-threatening circumstances, the member of staff who first becomes aware of the circumstances (**Initial Responder**) must first seek to promptly address any emergency needs and then escalate the matter to UQ Security, as efficiently as possible.

UQ Security will assess the nature of the incident and invoke emergency management procedures if the incident involves emergency services.

UQ Security will invoke the UQ Critical Incident Management Procedure, if deemed necessary; and

UQ Security will inform the UQC CEO and the UQ Director, Student Services (refer to Appendix A Key Contacts List) to alert them of the incident and provide the following key details:

- name of the person(s) involved;
- age of person(s) involved (especially if under 18);
- time, location and nature of the incident; and
- action taken to that point;

1.2 Reporting student critical incidents

All critical incidents involving students should be reported as promptly as possible to:

- **UQ Security (Available 24/7) on 3365 3333, or**
- **UQC Student Reception, Level 4, Building 14, ext 66770**
- **UQC CEO on 0428 266 170, or**
- **Email support@uqcollege.uq.edu.au**

The Initial Responder must also inform the UQC CEO (or delegate), or their line manager.

The Initial Responder in conjunction with the designated Incident Manager must ensure a UQC Critical Incident Report Form (see Appendix D) is completed.

1.3 Reporting sexual assault.

In the case of student sexual assault, the assault survivor must, if possible, decide whether to report the matter to authorities.

2. Managing student critical incidents

Phase 1 (30 – 60 minutes): Initial response

When an **Initial Responder** becomes aware of an incident they should take the following action **immediately**, or as soon as practically possible.

1. Assess the nature of the incident.
2. Ensure the safety and welfare of those involved.
3. Arrange UQ Security support if Emergency Services required, medical treatment, or counselling, as necessary by contacting **UQ Security (x 53333)**, **UQC First Aid Officer (x 66770)**, or **UQC Student Counsellor (x 66770)**.
4. Report incident details to a UQC Senior Manager or supervisor, for timely escalation to the **UQC CEO**.
5. Upon receiving a report of a student critical incident, the UQC CEO will designate an **Incident Manager** to coordinate the response (or take on this role).
6. The Incident Manager is to establish a clear understanding of the known facts including:
 - details of the location and time of the incident;
 - names, ages, and contact details of the student(s) and others involved;
 - current status and location of the affected student(s) and other affected person(s);
 - action taken to that point;
7. If the student is under 18 years of age, the Incident Manager will contact the **Director, UQ Student Services** (or their delegate) who will contact all persons related to their care arrangements within Australia, as required.
8. UQC CEO (or their delegate) is responsible for contacting the emergency contacts of the student(s) involved in the incident.
9. The Incident Manager will liaise with the Initial Responder to ensure completion of a **UQC Student Critical Incident Report Form**, for circulation to the UQC SCIR Team in advance of its initial meeting (see Phase 2 below)
10. The UQC CEO (or their delegate) is responsible for convening the UQC SCIR Team.

Phase 2 (6 - 24 hours): Student Critical Incident Response Team (SCIR Team) convenes

The UQC SCIR Team convenes to coordinate the response to the student critical incident through prioritisation of the following measures:

1. Ensure the ongoing safety and welfare of student(s) and staff affected by the incident and identify other UQC stakeholders "at risk" due to the incident.
2. Ensure student(s), staff, emergency contacts, parents/custodians, accommodation service providers, involved in the incident are kept informed, as appropriate and with consideration to confidentiality and the privacy of those involved.
3. Develop a **Student Support Plan** for the student(s) affected that ensures appropriate assistance is provided to the student(s) and their family, including (but not limited to) access to counselling services, language translation services, legal assistance, emergency accommodation, clothing, food or other supplies for the affected student(s), etc., as required.

4. Prepare a **Student Critical Incident Response Communication Plan** to include consideration of communications for the various stakeholders as applicable:
 - Students and staff
 - Family, next of kin or legal custodian
 - Key stakeholder groups including university partners, accommodation service providers, Overseas Student Health Cover providers
 - Senior Leaders at the University in depts. of Student Affairs, Compliance, Human Resources, IT, Finance, Legal, and Academic Services
 - Government agencies, including the DHA, TEQSA, ASQA
 - Relevant embassies and consulates
 - Media (through the UQ Chief Marketing and Communications Officer or their delegate)
5. The UQC CEO (or their delegate) deploys agreed communications to stakeholders.
6. UQ Student Services notifies DHA and PRISMS in the case of death or serious incident involving a student under 18 years of age.

Phase 3 (1 – 7 days): Provision of support services to those impacted by critical incidents

The Incident Manager in consultation with the relevant staff, will implement the Student Support Plan, to:

1. Arrange counselling for student(s) as needed.
2. Arrange language translation services, legal assistance, emergency accommodation, clothing, food or other supplies for the affected student(s), etc., as required.
3. Identify the assistance required by the family/custodian in relation to the care of the student.
4. Provide debriefing opportunities for students and staff.
5. Provide support and information to staff on how to access the UQC Employee Assistance Program and other support services.
6. Notify DHA and PRISMS in the case of death or serious incident resulting in prolonged absence impacting on a student's course duration.
7. Notify TEQSA **within 14 days** of the incident if the critical incident involves a material breach in safety that has an impact on students (see Section 7. below).

Phase 4 (1 – 3 months): Ongoing monitoring

The Incident Manager in conjunction with UQ Student Services will provide a high-level of on-going support and continue to implement the Student Support Plan and adapt it to on-going requirements as necessary.

1. Continue to monitor student(s) wellbeing and provide counselling and assistance, as required.
2. Provide support for academic adjustment, if required (see Section 5. below).
3. Provide information and links to community agencies for those affected.

Phase 5 (3 – 6 months): Critical incident strategy evaluation and review

UQC CEO in conjunction with the SCIR Team will:

1. Facilitate ongoing SCIR Team meetings and consult with student and staff counselling services regarding the provision of ongoing support and assistance that may be required.

2. Evaluate the implementation of critical incident procedures and recommend improvements in advance of the policy review cycle.
3. Ensure the critical incident and details of the response are appropriately recorded and maintained on the UQC Critical Incident Register.

3. Managing student fatalities

In the event of the death of a student, UQ Student Services is responsible for ensuring that appropriate contact is made with the deceased student's next of kin or other family.

If the State or Federal Police contact UQC for next of kin details, the Incident Manager or UQ Student Services will seek approval to release the requested information through the UQ Academic Registrar.

UQ Student Services will facilitate appropriate reporting to the DHA through PRISMS.

The Incident Manager will ensure that the student's record is updated in UQC SMS.

4. Critical incidents involving international students under 18 years of age

The University of Queensland accepts responsibility for approving the accommodation, support and general welfare of international students under 18 years of age enrolled at UQC who do not have a parent or custodian in Australia. These students are registered in the **International Student Supervision Program (ISSP)** and must stay in approved accommodation and meet regularly with the Program Coordinator. The approved accommodation providers work together with The University of Queensland to ensure the general welfare of international students under 18 years of age.

Reporting requirements and directions for handling risks, disclosures and suspicions of harm in the case of students under 18 years of age are as follows:

- All UQC staff in contact with a student who is under 18 years of age must report incidents or matters of concern related to the student directly to the UQC Manager Student Administration.
- In terms of any risks, disclosures or suspicions of harm involving a student who is under 18 years of age, UQC staff must report to the UQC Manager Student Administration.
- If the staff member is concerned that the matter is serious, they are encouraged to act to ensure the student's safety and secondly, to record details of the incident on the UQC Critical Incident Form at the earliest opportunity.
- In all cases the staff member must notify the UQC Manager Student Administration who will promptly inform the International Student Supervision Program Welfare Advisor, UQ Student Services, who in turn will escalate to the relevant senior officers should it require further attention.
- The incident/matter may be referred to the Police, DHA, Legal Aid, Qld Department of Child Safety or other agencies at the discretion of the Director, UQ Student Services in conjunction with UQC CEO.
- In the event of medical emergencies, UQC staff will act to ensure that medical attention is in place and notify the UQC Manager Student Administration who will promptly inform the International Supervision Program, UQ Student Services.
- The Welfare Advisor, UQ Student Services will liaise with the statutory services and the student's parent / legal custodians.
- In the event of extreme behavioural issues including when student go missing from the approved accommodation and cannot be contacted, the [UQ PPL 1.80.01 Enterprise Risk Management](#) must be implemented. The International Supervision Program will work with the

Critical Incident Team or other senior officers to determine the appropriate course of action. This may include:

- contacting the parent / legal custodian;
 - lodging a missing person's report (in conjunction with the parent / legal custodian);
 - recording the appropriate compliance report on PRISMS;
 - notifying the DHA, if required.
- In the event of a critical incident that disrupts or has the potential to disrupt the welfare arrangements of one or more international students who are under 18 years of age, the International Supervision Program will:
 - Assess the current suitability of the student's accommodation, support and welfare arrangements.
 - Where necessary, arrange emergency accommodation and organise alternative support and welfare arrangements for the student (see Appendix C).
 - Contact the student's parents, next of kin or legal custodians as soon as possible following the incident.
 - An Incident Register of reported incidents which have impacted the welfare of students in the International Student Supervision Program will be maintained and managed by the Supervision Program. Critical Incidents should also be registered on the UQC Critical Incident Register and on the critical incident register held by the UQ Director of Student Affairs.

5. Academic support for students involved in critical incidents

Academic Support may be extended to a student/s in respect of their course and any assessment item in the course. This includes (but is not limited to):

- Deferred assessment for student(s) prevented from undertaking an assessment item
- Variation of course study duration due to special circumstances
- Periods of approved leave of absence

6. Contact with the media

UQC staff are not permitted to make statements to the media regarding critical incidents. The authorisation to release details of an incident to the media rests with the UQ, Director Communications (or their delegate). All communication regarding an incident must comply with the requirements of Privacy legislation.

7. Notifiable critical incident

A notifiable critical incident is an incident which involves the death of a student; a serious injury or illness of a person; or a dangerous incident arising out of an activity carried out by a student while undertaking a College activity at any place where a student goes, or is likely to be, while at study.

Notifiable critical incidents and other material breaches in safety that impact on students, including recurring incidents of sexual assault or sexual harassment, are notifiable to TEQSA consistent with **Section 29(1)(a) of the Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act)** no later than 14 days after the day that the provider would reasonably be expected to have become aware of the event.

Notifiable student critical incidents that involve a student under the age of 18 are notifiable to the relevant Commonwealth, State and Territory government child/family protection agency by the fastest possible means consistent with this policy.

8. Records management

Records in association with this policy will be kept in accordance with UQ and UQC 's Records Management Policies. Specifically, UQC will maintain a written record of any student critical incident and remedial action taken by UQC for at least five years after the student ceases to be an accepted student, or as otherwise required by law.

Confidential documents related to the implementation of this policy and procedure will be maintained according to UQ and UQC's Privacy Policies. Personal information and health information relating to student critical incidents is confidential and it is only disclosed to persons who have a role in considering and managing the critical incident, or as otherwise required by law.

9. Annual evaluation and review

This policy is reviewed annually by the policy owner (or delegate) to ensure its continued relevance to current and planned operations.

10. Roles and responsibilities

The UQC CEO is responsible for:

- Promoting this policy and procedure to all UQC staff and students and ensuring its effective implementation;
- Ensuring a SCIR Team is appropriately established to support the management of critical incidents involving students and maintain a record of the membership;
- Designating an Incident Manager to coordinate the critical incident response (or assuming this role);
- Ensuring all critical incidents and details of the response are also recorded on UQC's Critical Incidents Report Form and maintained in accordance with this policy;
- Ensuring all critical incidents and details of the response are recorded and maintained on the UQC Critical Incident Register;
- Ensuring information and resources are available to staff to support their effective implementation of this policy and procedures.
- The provision of timely and appropriate reports on critical incidents involving students UQ and the UQC Board, including a summary annual report in the requested format.

The UQC Senior Managers are responsible for:

- Ensuring that all UQC teaching and professional staff are aware of their duty of care to students in accordance with the scope of this policy and procedure;
- Ensuring UQC staff are provided with appropriate training (annually) about Critical Incident Response Procedure, inclusive of specific training on the provisions relating to managing critical incidents involving students under 18 years.

The UQC Critical Incident Response Team (SCIR Team) is responsible for:

- Coordinating all materials and communications relating to the incident.

- Coordinating the development and implementation of:
 - Student Support Plan; and
 - Student Critical Incident Response Communication Plan
- Facilitating arrangements that ensure student(s), staff, emergency contacts, parents/custodians, accommodation providers, caregivers involved in the incident are kept informed, as appropriate
- Ensuring, the release of any personal information to external parties is in accordance with UQ and UQC's Student Privacy Policy.
- Immediately notifying the SCIR Team Convenor of any changes to the status of the critical incident, including changes that:
 - involve the safety, wellbeing or death of a student;
 - involve media reports or otherwise attracts unpremeditated attention or publicity;
 - support the SCIR Team Convenor in the resolution of the critical incident as required.

Appendix A: Key Contacts

Organisational Unit	Contact Name	Description	Contact Details
UQ Security	N/A	Emergency security enquiries	Emergency: +61 7 336 53333 Non-urgent enquiries: +61 7 336 51234 security@pf.uq.edu.au
UQ College	Julian Wilson	UQC Chief Executive Officer	+61 (0) 459 107 724 j.wilson@uqcollege.uq.edu.au
UQ College	Neil Marsh	UQC Critical Incident Manager reporting a critical incident	+61 (0) 428 266 170 or +61 7 334 66770 n.marsh@uqcollege.uq.edu.au
UQ College	Sue Choi Allister Fagg Nikki Jepps Malcolm Kirkwood	First Aid Officers	+61 7 334 66770 or 0434 603 008 info@uqcollege.uq.edu.au
UQ Office of Deputy Vice Chancellor Academic	Andrea Strachan	Director UQ Student Services	+61 7 336 67351/ 0448 902 900 andrea.strachan@uq.edu.au
UQ Office of Deputy Vice Chancellor Academic	<i>tbc</i>	Academic Registrar	+61 7 336 52224 academic.registrar@uq.edu.au
UQ Director Communications	Sandra McMullan	UQ Marketing & Communications (M&C) for any engagement with the media relating to a critical incident	+61 7 336 56060 omcadmin@uq.edu.au
UQ Chief Operating Officer	Andrew Flannery	UQ Senior Executive Team to notify and escalate issues to Vice Chancellor	coo@uq.edu.au +61 7 336 51311
UQC Board	Rongyu Li	Chair of UQ College Board and member of UQ Senior Executive Team to notify and escalate issues to the Vice-Chancellor	dvcge@uq.edu.au +61 7 336 31888
PeopleSense		External employee counselling and assistance service.	AltiusLife 1300 307 912

Appendix B: Classroom Incident Management

UQ College Classroom Incident Management

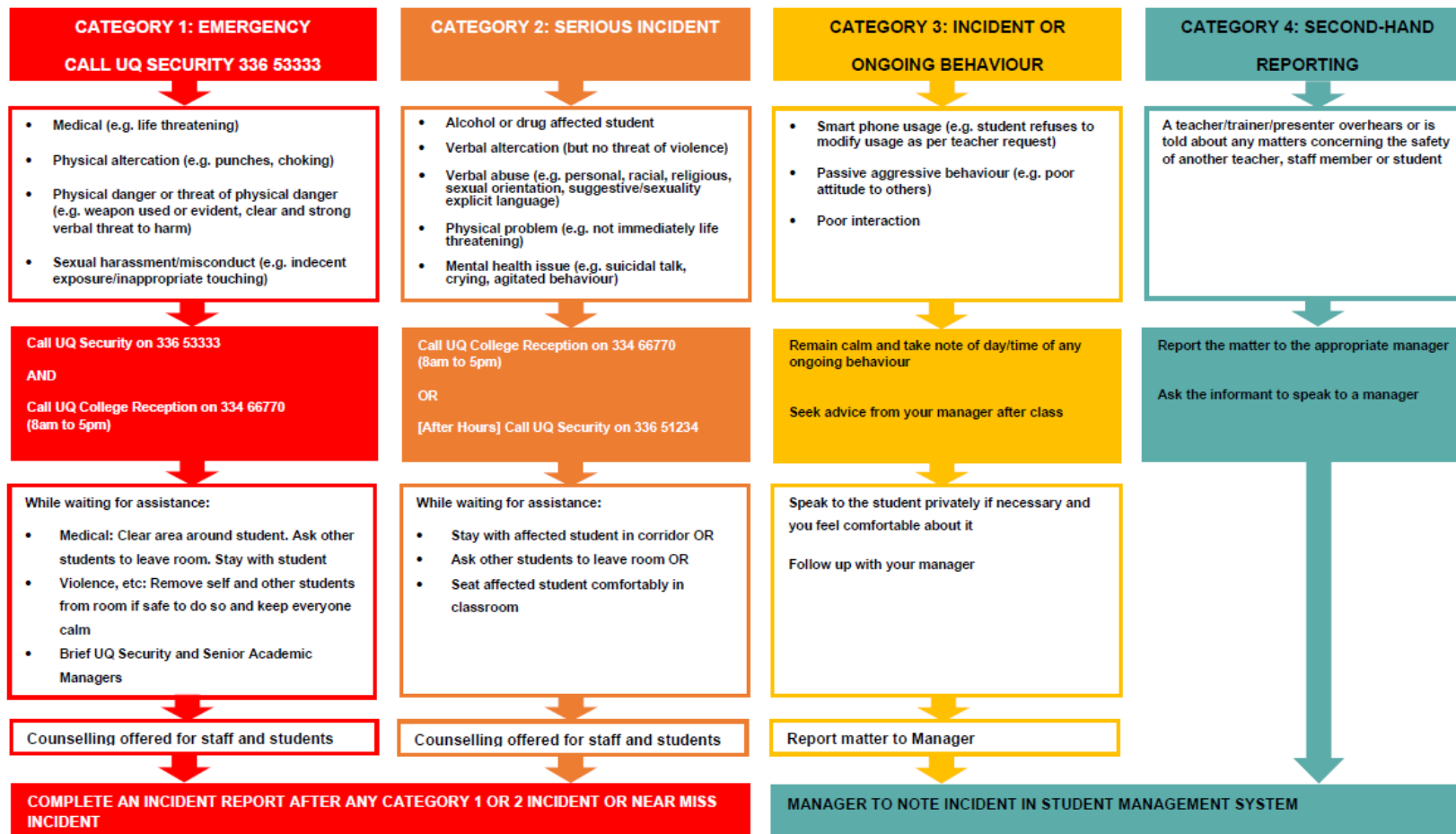
Instructions for Teachers / Trainers / Presenters (8:00am-5:00pm, and after hours)

ESSENTIAL INFORMATION FOR SECURITY

Building name and location: Sir Llew Edwards Building (Building 14)

Room Type of incident Your name

Phones are accessible in every Building 14 classroom. These should never be unplugged. Emergency phones are also located in corridors



Appendix C: Critical Incidents Involving Students Under 18 Years of Age

Guiding Principles:

The University of Queensland accepts responsibility for approving the accommodation, support and general welfare of international students aged under 18 years of age, enrolled at UQ College, through the International Student Supervision Program. Clear processes are required to ensure that The University fulfils its responsibilities and obligations associated with The Education Services for Overseas Students Act 2000 (the ESOS Act), as well as the Child Protection Act 1999 which provides the statutory framework for the protection of children in Queensland.

These students are registered in the International Student Supervision Program and must stay in approved accommodation and meet regularly with the Supervision Program Coordinator. Approved accommodation providers must have appropriate mechanisms in place to ensure the general welfare of international students aged under 18 and monitor a curfew each night for all students registered in the Supervision Program.

Type of incident	Responsible person/s	Tasks/response to incident	Related UQ documentation	Preventative measures in place
<p>Missed curfew:</p> <ul style="list-style-type: none"> 17-year-old students have a 10pm curfew. Students must sign in at PBSA reception between 9:30pm and 10pm every night. 16-year-old students have a 9pm curfew. Students must sign in at PBSA reception between 8:30pm and 9pm every night. 	<ul style="list-style-type: none"> Purpose-built Student Accommodation (PBSA) Staff & Management UQ Security UQ ISSP Coordinator UQ Director/delegate 	<ul style="list-style-type: none"> PBSA staff attempt to call student and door-knock room If no contact with student within 45 minutes of curfew, UQ Security are called and PBSA Manager, ISSP Coordinator emailed UQ Security contact on-call Student Affairs staff member to determine appropriate course of action ISSP Coordinator/SS delegate follows up as required with student Notify UQC Manager Student Administration 	<ul style="list-style-type: none"> UQ PPL 3.40.15 International Student Supervision Program (ISSP) UQ ISSP - Under 18 Curfew Procedure UQ ISSP – Accommodation Procedures 	<ul style="list-style-type: none"> Students are informed of their attendance requirements during Orientation sessions and these are also outlined in the handbook that all students receive once they have registered. PBSA staff are trained in the correct reporting procedures and monitor all sign-ins PBSA staff have access to up-to-date student contact list, including Australian mobile phone numbers Students must present to PBSA reception to physically sign-in, unless in COVID-19

Type of incident	Responsible person/s	Tasks/response to incident	Related UQ documentation	Preventative measures in place
		<ul style="list-style-type: none"> If appropriate, contacting parent/custodian, lodging a missing person's report, warning letter issued to student/custodian, completing PRISMS compliance documentation, notifying Dept of Home Affairs. 	<ul style="list-style-type: none"> UQ ISSP – Security Procedure UQ PPL 7.60.01 Critical Incident Management UQ PPL 2.30.01 Occupational Health and Safety Risk Management 	<ul style="list-style-type: none"> isolation, where a PBSA staff member will instead door-knock their room If students are intending to be absent overnight from their accommodation, they must complete a UQ Activity Permission Request Form and meet the relevant requirements
<p>Absence from required UQ College, ISSP activities:</p> <ul style="list-style-type: none"> Students have an 80% attendance requirement for UQ College scheduled learning activities 	<ul style="list-style-type: none"> UQ College teaching and Student Administration staff ISSP Coordinator UQ Director/delegate 	<ul style="list-style-type: none"> If a student is not on-time for teaching activities, UQ College support staff are notified by academic staff and attempts made to call/message the student If unsuccessful after 40mins, ISSP Coordinator is notified for appropriate follow up action. If a student fails to attend compulsory ISSP workshops and check-ins, the ISSP Coordinator will immediately attempt to contact the student to determine their situation. 	<ul style="list-style-type: none"> UQ PPL 3.40.15 International Student Supervision Program 	<ul style="list-style-type: none"> Students are informed of their attendance requirements during Orientation sessions, and these are also outlined in the Program Handbook that all students receive once they have registered.

Type of incident	Responsible person/s	Tasks/response to incident	Related UQ documentation	Preventative measures in place
		<ul style="list-style-type: none"> If required, parent/custodian is then contacted, a missing person's report may be lodged, or a warning letter issued to student/custodian. Where relevant, PRISMS compliance documentation is completed, and Dept of Home Affairs notified. 		
<p>Accommodation becomes unsuitable/uninhabitable:</p> <ul style="list-style-type: none"> such as natural disaster, significant breach of policy or other health and safety concern 	<ul style="list-style-type: none"> PBSA staff & Management UQ Security UQ Director/delegate 	<ul style="list-style-type: none"> In the event of a critical incident emerging during UQ Student Services hours of operation, PBSA management is required to immediately notify security who then advises relevant on call staff including SS Director/delegate to determine the appropriate course of action In the event of such an incident emerging afterhours, PBSA staff are to immediately notify UQ Security, who will then contact the on-call Student Affairs staff member to determine appropriate course of action Where alternative accommodation is required, UQ Student Services representatives will utilise PBSA emergency accommodation provisions. Taxi transportation will also be organised by UQ Student Services/ PBSA. (U18 	<ul style="list-style-type: none"> UQ PPL 3.40.15 International Student Supervision Program UQ ISSP – Accommodation Procedures UQ PPL 7.60.01 Critical Incident Management UQ PPL 2.30.01 Occupational Health and Safety Risk Management UQ Student Services Crisis 	<ul style="list-style-type: none"> 6-monthly inspections of accommodation providers using the PBSA checklist are conducted to ensure compliance with: <ul style="list-style-type: none"> Blue Card registrations House rules Policies on Discrimination, Bullying & Harassment; Drugs & Alcohol; student support mechanisms Pricing and amenities Security measures Room availability UQ Student Services maintains an emergency accommodation register with PBSA providers which can be utilised in the event of any student requiring emergency accommodation

Type of incident	Responsible person/s	Tasks/response to incident	Related UQ documentation	Preventative measures in place
		<p>students are not permitted to use rideshare providers)</p> <ul style="list-style-type: none"> • Notify UQC CEO / UQC Critical Incident Manager • Ongoing support will be provided to the student, dependant on the nature of the incident, by Student Services staff to ensure that their immediate and ongoing needs are addressed. • UQ Student Services Director/delegate will review the suitability of the PBSA for ongoing accommodation of ISSP-registered students utilising the PBSA compliance checklist 	<p>Accommodation Procedures</p>	<ul style="list-style-type: none"> • UQ Student Services has a dedicated UQ Residences on-site adviser at KC House and Gatton Halls, to proactively identify potential concerns. • UQ ISSP Coordinator is also in regular attendance at all approved accommodation providers
<p>Sexual misconduct:</p>	<ul style="list-style-type: none"> • PBSA staff & management • ISSP Coordinator • UQ College staff • UQ Student Services/Sexual Misconduct Support Unit 	<ul style="list-style-type: none"> • A student may self-refer to support services or make a disclosure to UQ, PBSA or UQ College staff • All responses are trauma informed – guided by the student with adherence to QLD legislation and University policy and will include: <ol style="list-style-type: none"> a. referral to medical services; b. counselling by a qualified counsellor or other mental health professional; 	<ul style="list-style-type: none"> • UQ PPL 1.50.13 Sexual Misconduct Prevention and Response 	<ul style="list-style-type: none"> • UQ ISSP Coordinator & UQ College support staff to complete Sexual Misconduct Response and Prevention training • All students receive information on the Sexual Misconduct Support Unit in their handbook and orientation sessions • Students attend workshops on safe sex, healthy relationships, and boundary setting

Type of incident	Responsible person/s	Tasks/response to incident	Related UQ documentation	Preventative measures in place
		<ul style="list-style-type: none"> c. taking Reasonable Measures (determined on a case-by-case basis); d. assistance in making a Formal Report should the student wish to do so; e. assistance through the process of an investigation or determination (to the extent outcomes are able to be disclosed) of allegations pursuant to the Disciplinary Framework; and f. assistance in making a report to the police or other external agency. 		
Illness/Injury requiring hospitalisation	<ul style="list-style-type: none"> • PBSA staff & management • ISSP Coordinator • UQ College staff • UQ Student Services 	<ul style="list-style-type: none"> • During office hours the ISSP Coordinator or delegate can be contacted via Student Services, who will then contact the student's parents/ legal custodian(s), UQC Manager Student Administration and relevant University staff members. • In the event of medical emergencies after hours, PBSA staff will act to ensure that medical attention is in place and then immediately notify UQ Security who will then contact the on-call Student Affairs staff member. The on-call staff member 	<ul style="list-style-type: none"> • UQ PPL 3.40.15 International Student Supervision Program 	<ul style="list-style-type: none"> • All ISSP students have free access to the Sonder App, which provides instant 24/7 support and critical incident response to students, free of charge

Type of incident	Responsible person/s	Tasks/response to incident	Related UQ documentation	Preventative measures in place
		<p>will then liaise with the student's parents/ legal custodian(s).</p> <ul style="list-style-type: none"> • Notify the UQC CEO / UQC Critical Incident Manager • Depending on the nature of the situation, the student will be visited in hospital and regular liaison with hospital social worker will take place. • Regular updates will be provided to the parent/custodian as required. • Depending on the nature of the illness/injury/condition, post-discharge plans will be put in place to ensure that the student has any additional support/adjustments required. 		
<p>Illness – mental health crisis</p>		<ul style="list-style-type: none"> • During office hours the ISSP Coordinator or delegate can be contacted via Student Services, who will then contact the student's parents/ legal custodian(s), UQC Manager Student Administration and relevant University staff members. • In the event of medical emergencies after hours, PBSA staff will act to ensure that medical attention is in place and then immediately notify UQ Security who will 	<ul style="list-style-type: none"> • UQ PPL 3.40.15 International Student Supervision Program • UQ PPL 7.60.01 Critical Incident Management 	<ul style="list-style-type: none"> • All ISSP students have free access to the Sonder App, which provides instant 24/7 support and critical incident response to students free of charge • Mental health and wellbeing is a key theme is check-ins with students. They are asked about their social supports, self-care and overall wellbeing. Several workshops also focus on various physical and mental wellbeing.

Type of incident	Responsible person/s	Tasks/response to incident	Related UQ documentation	Preventative measures in place
		<p>then contact the on-call Student Affairs staff member. The on-call staff member will then liaise with the student's parents/legal custodian(s).</p> <ul style="list-style-type: none"> • Notify the UQC CEO / UQC Critical Incident Manager • Depending on the nature of the situation, the student will be visited in hospital and regular liaison with hospital social worker will take place. • Regular updates will be provided to the parent/custodian as required. • Depending on the nature of the illness/condition, post-discharge plans will be put in place to ensure that the student has any additional support/adjustments required. 		
Illness – COVID-19	<ul style="list-style-type: none"> • PBSA staff • ISSP Coordinator/UQ Student Services teams 	<ul style="list-style-type: none"> • If a student is considered a close contact of a confirmed COVID-19 case, or experiences symptoms, they should immediately enact isolation practices and advise the ISSP Coordinator. • All relevant Qld Health guidelines will be followed with regards to testing and isolation. 	<ul style="list-style-type: none"> • UQ PPL 3.40.15 International Student Supervision Program • UQ ISSP - Under 18 Curfew Procedure 	

Type of incident	Responsible person/s	Tasks/response to incident	Related UQ documentation	Preventative measures in place
		<ul style="list-style-type: none"> Where a student is diagnosed with COVID-19 the ISSP Coordinator will check-in daily, to ensure that any practical or health needs can be addressed – this may include the provision of grocery and personal hygiene items. Notify UQC Manager Student Administration. The student's parent/ legal custodian will also be contacted. Students in COVID-19 isolation are exempt from presenting to accommodation reception for curfew sign-in, instead, PBSA staff will door-knock and sign the form on behalf of the student. 		
Death of a student		<ul style="list-style-type: none"> Inform UQ through Student Affairs. Where a Student Services Manager will be assigned to assist with the response to the death. Notify UQC CEO. UQ Student Services Manager will begin to coordinate a response, inviting relevant parties to assist in responding to the Critical Incident Checklist. Out of hours, UQ Security should be informed and they will, in turn, 	<ul style="list-style-type: none"> UQ PPL 3.40.15 International Student Supervision Program UQ PPL 7.60.01 Critical Incident Management 	

Type of incident	Responsible person/s	Tasks/response to incident	Related UQ documentation	Preventative measures in place
		<p>communicate with the Student Services Team and the UQC CEO.</p>		

Appendix D: Critical Incident Form

UQC Critical Incident Form				
Date of incident:			Time:	
Reported by:			Position:	
Reported to:			Position:	
Details	Name	ID number	Emergency contact	Enrolled course
1				
2				
3				
	Male/Female	Under 18 (Y/N)	Accommodation	
Other parties involved:				
Incident witness(es):				
Location of incident – (note if on campus or off-campus):				
Description of incident:				
Name of person reporting:		Position:	Signature:	
			Date:	
Is this a critical incident? YES / NO <i>If YES: This incident must be recorded on the UQC Critical Incident register by an authorised officer. This form must be forwarded within 6 to 24 hours of the critical incident to the College CEO (or delegate) to provide to the SCIR Team.</i>			Is this a non-critical incident? YES / NO <i>Appropriate support will be provided. UQ or UQC Counsellor to monitor for 2 months. No further action required</i>	

Appendix E: Critical Incident Response – Key Steps

Steps	Action	Responsible	Timeframe
1	Undertake emergency procedures if required	Initial responder	Immediately
2	Establish identities of those involved/affected and key facts about the incident.	Initial responder	As soon as possible
3	Report incident to UQ Security / UQC Student Services, or UQC CEO.	Initial Responder	As soon as possible
4	Designate an Incident Manager for UQC	UQC CEO	30 - 60 minutes
5	Arrange initial assistance and support for those involved/affected, as required	Incident Manager in conjunction with UQ Student Services	2 - 6 hours
6	Complete a UQC Critical Incident Report Form for circulation to CEO and UQC SCIR	Incident Manager in conjunction with Initial Responder and witnesses	2 - 6 hours
7	Convene UQC SCIR Team meeting	UQC CEO	6 - 24 hours
8	Implement Student Support Plan	Incident Manager in conjunction with UQ Student Services	1 - 7 days
9	Implement Communication Plan	UQC CEO in conjunction with UQ Office of Marketing and Communication	1 - 7 days
10	Notify relevant government and external agencies as required,	Director UQ Student Services in conjunction with UQC CEO	7 - 14 days
11	De-brief for affected students and staff	UQC Senior Managers	7 - 14 days
12	Complete details in UQC Student Critical Incident Register	Incident Manager	7 - 14 days
13	Monitor on-going Student Support Plan as required	Incident Manager in conjunction with UQ Student Services	1 - 3 months and on-going as required.
14	Review UQC Critical Incident Management Policy and evaluate procedures annually	UQC CEO and UQC Senior Managers	12 months

Appendix F: Definitions

DHA	Australian Commonwealth Government Department of Home Affairs
ESOS	Education Services for Overseas Students legislative requirements and standards for the quality assurance of education and training institutions offering courses to international students who are in Australia on a student visa.
Incident Manager	The College CEO may act as Incident Manager or appoint an appropriate member of the UQC SCIR Team to act as Incident Manager.
Initial Responder	Staff member who becomes aware of a critical incident.
ISSP	UQ Student Services International Student Supervision Program
National Code	The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018
PBSA	Purpose built student accommodation
PRISMS	Provider Registration and International Students Management System. The system used to process information given to the Department of Home Affairs <i>Protection by registered providers</i> .
Student	A student currently enrolled in a UQC Program of study.
TEQSA	Tertiary Education Quality Standards Agency
UQC CEO	UQ College Chief Executive Officer
UQ PPL	The University of Queensland electronic Policy & Procedures library
UQ Security	Provide security and services for emergencies on campus.

Document History

Version	Summary of Changes	Author	Action Date
1.0	Approved Critical Incident Management Policy and Procedure	Senior Manager Corporate Services	16 June 2022
1.0	Updated for transfer of business to UQC CRICOS Code	Senior Manager Corporate Services	7 June 2023