## Critical Incident Procedures Manual

### Introduction

Under the provision of the Education Services for Overseas Student Act (ESOS), QUT is committed to the development and maintenance of consistent, appropriate, and culturally sensitive procedures and practices in relation to the recruitment, reception, education, and welfare of its international students. This manual aims to assist staff to respond appropriately to critical incidents that involve international students from QUT.

### Definition

The clinical definition of a “critical incident” is an event which causes individuals to experience a strong emotional reaction that interferes with their usual coping skills. The event has a level of trauma which is beyond the normal “living” experiences of those affected.

The resulting stress reaction may include emotional, physical, behavioural, and cognitive changes evident either at the time of the incident or later. The impact of a critical incident may affect any member of the University, not only those most directly involved.

Some examples of critical incidents that staff of QUT Student Services may respond could include:

* Death of a student (on or off campus)
* Attempted suicide
* Life threatening injury/ illness
* Sexual assault (Physical, Psychological or Emotional, Neglect and Sexual exploitation)
* Mental health crisis
* Drug/ Alcohol overdose
* Campus disturbance/ Riot
* Contacting students in case of family emergency
* Fire/ Explosion with injuries or significant damage
* Natural disasters
* Infectious disease
* Airplane crashes
* International hostage situations/ kidnappings

### Purpose

The purpose of this manual is to articulate the plan for delivering a timely and coordinated response to critical incidents; and to ensure that reported critical incidents are:

* Documented
* Reported to relevant officials within the University, sponsors, and government agencies
* Communicated to the family where appropriate
* Managed in a manner to ensure that negative publicity is not generated from an incident.
* Ensure maximum benefits are provided to assist the students.

### Accountability

All staff members within QUT Student Services are responsible for reporting a critical incident to the Director of QUT Student Services. However, it is the responsibility of the Director to determine the appropriate course of action, along with advice from other relevant members, for each type of critical incident.

### Procedure

Phase 1

#### Notification

When a critical incident has been identified, staff members should inform the Director of QUT Student Services immediately. The Director will then determine the circumstances of the situation and assume the coordinating role.

The Director may assign a Student Counsellor / Welfare Officer to be the Liaison officer and discuss the course of action.

The following information should be obtained:

* Confirmation that the person/ people involved in the incident are QUT international students.
* Details of the incident from the person informing QUT Student Services

Director of QUT Student Services to inform Registrar and DVC, Division of Administrative Services.

Phase 2

Once the Registrar has confirmed Director, QUT Student Services as case manager of critical incident:

#### Assessment

The initial task is to:

Create a clear understanding of the incident; obtain accurate and up to date information about what happened and about the current situation.

Confirmation of the people involved; gather information from e.g. police, hospital, friends of the student.

Obtain the student information in detail, which includes next of kin, nationality, religion, medical condition, and health care insurance provider etc. Sponsor will need to be notified if the student is on scholarship.

Depending on the type of incident, the Director and nominated Liaison Officer need to discuss and plan an immediate response and ongoing strategies, including allocating individual’s specific role and responsibilities. Some tasks will be shared with and delegated to other staff if necessary.

Phase 3

#### Intervention

Making contact with relevant people:

*Sponsorship body*

In cases of a serious critical incident the immediate action will be to inform the sponsoring body where the student has been sponsored for their studies on an Australian Government or overseas government/agency scholarship. There may a preferred method of handling the incident and QUT will cooperate with the Sponsors to achieve the best outcome for the student.

*Next of kin*

After agreement of Registrar, ensure that next of kin are informed and updated on the current situation. Let them know QUT Student Services will provide a range of support to them. If necessary, interpreter services will be arranged for those families where English is a Second Language. The Liaison Officer may also need to check with an appropriate person about cultural factors before making contact with the family.

If the student is in hospital or critically ill, transportation or accommodation may need to be arranged for the family to come to Brisbane.

If the student dies or is likely to die, issues related to burial or memorial services may need to be discussed with the family.

As agreed with Registrar’s office, the following parties may be contacted. The Registrar will decide on the appropriate stakeholders within QUT to be contacted and who would be responsible for this.

*Student’s Consulate*

In the case of a serious accident or death of a student, the relevant consulate needs to be informed and negotiation of respective roles and responsibilities.

*Accommodation Provider*

Make contact with the student’s accommodation provider and housemates, ensuring that support or assistance is available from QUT Student Services.

* Emergency housing - in an emergency that the current accommodation is rendered unsafe for student, immediately move student to an appointment student accommodation provider. Assist student with the move and contact the appointment student accommodation provider for emergency housing so to ensure a smooth transition. Off-campus management is needed and contacts of multiple key stakeholders.

*Other Students*

Identify those students and staff who are closely involved with the student, ensure that these people are aware of support within or outside QUT and encourage them to keep in contact with QUT Student Services for assistance.

*Hospital*

If necessary, the Liaison Officer will contact the hospital and the student’s health fund to arrange any guarantor agreements or any relevant matters.

*Counselling Service*

If the incident affects domestic student and/or QUT staff, the Manager of the Counselling Service needs to be informed as they will need to provide support to domestic student and staff.

*Academic/Faculty Staff*

Relevant faculty staff may need to be informed to make some arrangements if the student recovers, eg. Extension for assignment or special consideration.

*Professional Staff*

Director SBS staff needs to be contacted as issues like stop on correspondence, fees refund, leave of absence or deferred examination need to be discussed.

*Department of Home Affairs*

If necessary, Department of Home Affairs will be informed and discuss any implications that need to be followed up.

Phase 4

#### Follow up

Monitor the need for counselling and maintain contact with those who may need ongoing support.

Assess the need for and organise debriefing sessions for all those involved in the incident.

If the student dies:

Liaison Officer needs to discuss with the student’s family whether the body will be transported home or buried in Australia.

If the family wish to transport the body home, aid with arrangements of transportation and the communication process.

If the family wish to bury the body or cremate in Australia, funeral or memorial service will be arranged. Staff will need to acknowledge the diverse cultures and religions represented in the student’s background.

Arrangement may need to be made for the family to obtain a death certificate. Arrange the packing up of the student’s possessions and make available to next of kin if necessary.

Ensure that condolence letters are sent to the student’s family in consultation with Registrar.

Phase 5

#### Evaluation

Conduct debriefing sessions for everyone directly involved in the incident. Besides a psychological debrief it will allow an opportunity to ensure that any needs are met.

Staff involved should evaluate the implementation of the critical incident procedures and responses; discuss possible changes and improvement for future critical incidents.

Liaison Officer should keep records throughout the whole response period. This will include detailed documentation about each phase taken in the response process, copies of emails and letters, records of significant interactions that occur, and contact details for significant people in the process.

“Thank you” letters are prepared and sent to all those who contributed to responding to the incident.

### Flow Chart

Arrange necessary services for family

if a student dies

Prepare funeral / memorial service

Director of QUT Student Services reports to Registrar

Incident Identified

Report to Director of QUT Student Services

Confirmation of Student’s identity

Assign Liaison Officer

Gather updated information Plan response strategies

Contact Relevant people Organize necessary arrangement

Assess the need for ongoing support debriefing

Debriefing session

Assist family in authority procedures

Close Case

Case Evaluation and Keep Records

Queensland University of Technology

QUT Student Services

Critical Incident Procedure Manual Checklist of Tasks

CRICOS No. 00213J

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***Tasks*** | ***Done*** | ***N/A*** | ***Completed Date*** | ***Remarks*** |
| Phase 1 |  |  |  |  |
| Notification to Director and relevant staff |  |  |  |  |
| Confirmation of the student’s identity |  |  |  |  |
| Details of the incident from the person who reported |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
| Phase 2 |  |  |  |  |
| Update and gather information from hospital or police |  |  |  |  |
| Review student’s file for detail information |  |  |  |  |
| Intervention plan for response and strategies |  |  |  |  |
| Allocation of roles and responsibilities |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

Queensland University of Technology

QUT Student Services

CRICOS No. 00213J

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***Tasks*** | ***Done*** | ***N/A*** | ***Completed Date*** | ***Remarks*** |
| Phase 3 |  |  |  |  |
| Contact next of kin |  |  |  |  |
| Contact consulate |  |  |  |  |
| Contact accommodation provider/ housemates |  |  |  |  |
| Contact other relevant students |  |  |  |  |
| Contact hospital |  |  |  |  |
| Contact Counselling Services |  |  |  |  |
| Contact academic staff |  |  |  |  |
| Contact administration staff |  |  |  |  |
| Contact Department of Home Affairs |  |  |  |  |
| Discuss with the student’s family about funeral issues |  |  |  |  |
| Arrangement of transportation and accommodation |  |  |  |  |
| Preparation of funeral or memorial service |  |  |  |  |
| Obtaining death certificate and student’s possession |  |  |  |  |
| Prepare and send condolence letters |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

Queensland University of Technology

QUT Student Services

CRICOS No. 00213J

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***Tasks*** | ***Done*** | ***N/A*** | ***Completed Date*** | ***Remarks*** |
| Phase 4 |  |  |  |  |
| Assess the need for ongoing counselling and support |  |  |  |  |
| Assess the need of a debriefing session |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
| Phase 5 |  |  |  |  |
| Conduct debriefing session |  |  |  |  |
| Staff evaluation |  |  |  |  |
| Keeping records |  |  |  |  |
| Prepare and send thank you letters |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

Queensland University of Technology QUT Student Services

Appendix 1

# Crisis Response Situation Quick Reference

|  |  |  |  |
| --- | --- | --- | --- |
| **Type of Incident** | **Primary Contacts** | **Secondary Contacts** | **Follow up** |
| Death of a student | Registrar Police Hospital Next of Kin | Accommodation provider Consulate Relevant students Faculty staff  SBS  Department of Home Affairs | QUT Student Services  SBS  OSHC  Student health service Counselling Services |
| Missing student | Police  Next of Kin | Accommodation provider Consulate Relevant students Academic staff SBS  Department of Home Affairs | QUT Student Services  SBS |
| Life threatening injury or illness | Hospital Next of kin | Academic staff SBS | QUT Student Services  SBS  OSHC  Student health service |
| Attempted suicide | Police Hospital Next of kin |  | QUT Student Services  Student health service Counselling Services |
| Sexual Assault | Police Hospital | Support Agency | QUT Student Services  Student health service Counselling Services |

Queensland University of Technology QUT Student Services

Appendix 2

# EMERGENCY RESOURCES

## Campus Resources

|  |  |  |
| --- | --- | --- |
| **Department** | **Location** | **Phone Number** |
| Campus Emergency |  | 85555  1800 065585 (External) |
| QUT Medical Centre | Garden Point Kelvin Grove | x 82321  x 83161 |
| Counselling Services | Garden Point  Kelvin Grove | x 82383  x 83488 |
| HiQ |  | x 82000 |
| Student Business Service |  | x82000 |
| School or Faculty | Digital Workplace [Community](https://qutvirtual4.qut.edu.au/group/staff/community) | x82000 |

**Off Campus Resource**

|  |  |  |
| --- | --- | --- |
| **Department** | **Location** | **Phone No.** |
| Emergency |  | 000 |
| Brisbane Police  Communication Centre |  | 3364 6464 |
| Emergency First Aid  Service |  | 0500 555 912 |
| Ambulance Service  Enquiries |  | 3247 8200 |
| Fire & Rescue Service  Enquiries |  | 324708100 |
| Mater Hospitals | 301 Vulture St South Brisbane | 3840 8111 |
| Prince Charles | Rode Rd Chermside 4032 | 3350 8111 |
| Princess Alexandra | Ipswich Rd Woolloongabba 4102 | 3240 2111 |
| RBWH | Herston Rd Herston 4006 | 3636 8111 |
| QE II Hospital | Kessels Rd Coopers Plains 4108 | 3275 6111 |
| Wesley Hospital | Coronation Drv (cnr Chasely St)  Auchenflower 4066 | 3232 7000 |
| Department of Home Affairs | Ground Floor, 299 Adelaide Street  (Mon-Fri 9am-5pm, Wed 9am-1:30pm) | 131 881  Fax: 33605819 |