



# Critical Incident Policy



# Critical Incident Policy

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- x Emergencies requiring ongoing management by the ~~MOG~~
- x Serious injury to or serious illness or death of a University student, staff, member, visitor, tenant or contractor, or any threat of these;
- x A missing student, where the student is:
  - o living in University-managed accommodation on campus or off campus;
  - o an international student; or
  - o undertaking fieldwork off campus;
- x Severe distressing or disturbing behaviour;
- x Physical assault, threats, or attack;
- x Where a student, staff member, community member, visitor, tenant or contractor has witnessed a serious incident;
- x Natural disaster e.g. cyclone, earthquake, tsunami, or flood
- x Fire, riot, bomb-

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The Chief Coordinator will provide advice to the Vice-Chancellor on reconstruction and/or other requirements to permit resumption of University operations.

## b) Psychological Support ~~Students~~ & Community

The Human Resource Representative will notify the Student Enquiries Centre or appropriate administrative centre, the Faculty ~~the~~ Counselling Service and where relevant, the International Student Centre and the residential colleges, regarding students who are likely to be affected by the traumatic situation to ensure that personnel from those units are ready to provide proper support and that inappropriate contacts are not made.

The University's Counselling Service will monitor the ongoing need for, and provide, counselling as required.

### X Domestic

The relevant Faculty ~~Pro~~ Vice-Chancellor(s) or their delegates will coordinate support for domestic students, their family, friends and next of kin, which may include referral to the University's Counselling Service for psychological first aid and further counselling as needed.

### X International

The Director, James Cook International or delegate, in consultation with the Campus Critical Incident Convenor (see Appendix 3: The Critical Incident Management Group (CIMG)) and where the incident relates to a student, the relevant Faculty ~~Pro~~ Vice-Chancellor, will coordinate support for international student ~~or~~ community member, their family, friends and next of kin.

If an International student ~~or~~ community member dies or sustains serious injury in Australia, the Chief Coordinator ~~is~~ advised by Director, James Cook International, will appoint a case manager and appropriate officers from James Cook International to perform many of the tasks which would normally be dealt with by family.

## c) Psychological Support ~~Staff, Contractors & Visitors~~

The Director, Human Resource Management will liaise with Senior Staff at the University to monitor staff counselling requirements and coordinate provision of same through the University's Employee Assistance Provider.

The Director, Human Resource Management will coordinate support for Contractors, Visitors and members of staff, their family, friends and next of kin.

Appendix 6: Psychological First Aid Plan describes the Recovery and Support strategy, Procedure b) Death of a Student or Procedure c) Death of an Employee lists the procedural steps taken to address Psychological Support.

## 6. Recording

In the event of a Critical Incident, the Chief Coordinator is responsible for appointing appropriate people to document and maintain accurate records of the incident and of decisions made or action taken by the Critical Incident Group.

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Appendix 4: Critical Incident Record forms the details of a Critical Incident for the purpose of reporting.

## 7. Evaluation

After a Critical Incident, the Chief Coordinator and Incident Coordinator(s) will evaluate the effectiveness of the Critical Incident Policy and any associated procedures in consultation with the CIMG and key people involved in the incident and recommend changes as required.

The evaluation process will incorporate feedback gathered from those present at the incident and other stakeholders. An evaluation report will be provided to the Vice-Chancellor.

## Procedures

The University's Critical Incident Management procedural documentation outlines operational measures and how the University will respond in the event that a Critical Incident occurs or threatens to occur.

Procedural documentation will be maintained and updated in accordance with associated legislative and regulatory guidelines. In addition, each Incident Coordinator will conduct a thorough evaluation, revision and update process subsequent to any incident where the procedures are required to be instigated.

See Appendix 7: CI Document Maintenance & Distribution Schedule

Procedural documentation includes but is not limited to:

- x Emergency & Physical Critical Incident Management Procedures
- x James Cook University Emergency and Critical Incident Website

Related documents, legislation or JCU Statutes

[National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007](#) particularly Standard 6.4

[Public Safety Preservation Act 1986 \(Qld\)](#)

[Police Powers and Responsibility Act 2000 \(Qld\)](#)

[Disaster Management Act 2003 \(Qld\)](#)

[Environmental Protection Act 1994 \(Qld\)](#)



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## Appendix 6: Psychological First Aid Plan

As part of Section 5 of the Critical Incident Policy, the Psychological First Aid Plan documents the guiding principles and imparts an evidence-based intervention approach in the immediate aftermath of a Critical Incident.

## Appendix 7: CI Document Maintenance & Distribution Schedule

This document is a schedule which reports the Document Sponsor and the d