

# Appendix: Student Critical Incident Response Procedure Checklist and Flowchart

## Detailed Identification for Student Critical Incident

1. **Incident identification and initial response: Adelaide University Community member recognises and reports the incident immediately as follows:**
  - ☐ **Call emergency services (000):** If there is an emergency related to a threat to property, threats to safety, a student's death, or a serious illness requiring an ambulance, contact the police, fire department, or ambulance services immediately.
  - ☐ **Notify Campus Security for all on-campus incidents [Campus Security contact number]:** Alert Campus Security to provide first response, manage the scene, and coordinate with emergency services.
  - ☐ **Notify the Critical Incident Response Coordinator:** Inform the [Senior Manager, Student Wellbeing and Safety], who serves as the designated Critical Incident Response Coordinator.
2. **Initial assessment: The Response Coordinator must assess and classify the incident based on severity, scale, and regulatory implications. Activation of the critical incident response**
  - ☐ **Convene the Critical Incident Coordinating Team:** Assemble key staff members with roles relevant to the nature of the incident (for example, legal, communications, student support, cultural liaison).
  - ☐ **Develop and implement a tailored response plan:** Ensure the plan includes:
    - Emergency contact activation
    - Staff responsibilities
    - Timelines
    - External liaison requirements
  - ☐ **Initiate internal and external stakeholder notifications:** This may include the Adelaide University Executive, Tertiary Education Quality and

Standards Agency (TEQSA), the Department of Home Affairs (Home Affairs), insurers, or consular officials (for international students), through the appropriate reporting officer(s). For critical incidents involving international students, the International Compliance team must be notified, as there may be additional reporting obligations to the Department of Home Affairs via the International Student Management System (PRISMS)

☐ **Notify emergency contacts/next of kin:** Coordinate communication in a respectful, culturally sensitive, and privacy-compliant manner. Use interpreters if necessary.

### **3. Communication and coordination**

☐ **Maintain confidential and coordinated communication:** Provide regular updates to affected students, families, and relevant staff while adhering to legal and privacy obligations.

☐ **Ensure culturally appropriate and age-appropriate support:** Engage cultural liaison officers, translation/interpreting services, and trauma-informed practices.

☐ **Ensure privacy compliance with privacy laws:** Follow the University's Privacy Policy underpinned by the [\*Privacy Act 1988 \(Cth\)\*](#) and Australian Privacy Principles.

☐ **Collaborate with Campus Security and emergency responders:** Maintain operational coordination and share relevant updates promptly and securely.

### **4. Provision of student support services**

☐ **Provide appropriate support services:** Coordinate emotional, psychological, academic, medical, and housing support tailored to the student(s)' needs.

☐ **Engage internal and external services:** This may include international student support, counselling services, chaplaincy, legal aid, or external trauma and recovery specialists.

☐ **Support for international students:** Ensure availability of culturally competent support, interpreter services, and embassy liaison (as required). For visa-related matters, students should be referred to the Department of Home Affairs.

### **5. Regulatory compliance and notifications**

☐ **Ensure compliance with applicable frameworks:** Align actions with the [\*Education Services for Overseas Students Act 2000 \(Cth\)\*](#) (ESOS Act), and the

*National Code of Practice for Providers of Education and Training to Overseas Students 2018.*

- ☐ **Notify Home Affairs:** If the incident involves an international student under 18 and disrupts welfare arrangements, notify the Department of Home Affairs within 24 hours via Provider Registration and PRISMS, through the appropriate reporting officer (e.g. Senior Manager, International Compliance).
- ☐ **Notify TEQSA:** Report any material change to the University's risk profile, registration, or operations due to the incident via the appropriate reporting officer (as required).
- ☐ **Ensure legal and insurance compliance:** Engage legal counsel or risk and insurance services in cases involving ongoing liability or investigation risk.

## **6. Documentation and recordkeeping**

- ☐ **Maintain a detailed incident record:** Record all steps taken, including assessments, communications, decisions, and stakeholder engagement in the Critical Incident Register.
- ☐ **Retain records securely and appropriately:** Follow retention guidelines in the *State Records Act 1997 (SA)* and the University's Records Management procedure.
- ☐ **International student records:** Maintain records for at least two years after the student ceases to be enrolled.

## **7. Post-incident review and continuous improvement**

- ☐ **Conduct structured debriefings:** Include all key responders and support staff. Identify strengths, gaps, and areas for improvement.
- ☐ **Evaluate the response process:** Assess timeliness, coordination, communication, and outcomes. Use findings to refine future plans.
- ☐ **Prepare a formal post-incident report:** Include a summary of the incident, response actions, student outcomes, and recommendations for change.
- ☐ **Submit reports to governance bodies:**
  - Provide an annual summary of all students critical incidents, including data analysis, trends and improvement recommendations, to the senior executive and the University Council.

# Flowchart: Student Critical Incident Response Process

