



Critical Incident Guidelines

November 2019

Purpose

These guidelines enable the Western Sydney University community to manage and respond to incidents (that are not defined as a 'crisis' in the University's Crisis Management Plan.)

The guidelines exist to assist the University in responding to serious events or issues in a timely manner with care, support, respect and flexibility. They also ensure that professionally trained staff who possess up to date training in critical incident response and/or psychological first aid, are involved at the appropriate time in managing or responding to an incident, and are able to provide information, resources and support to students, staff, family members and others involved when required.

These guidelines should be followed with regards to, and in compliance with, all relevant Western Sydney University policies and legislation. They are intended to provide a broad and

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INCIDENT LEVEL AND TYPE: LEVEL 1 (CRISIS)

INCIDENT LEVEL AND TYPE: LEVEL 3

Local CS&S Standing Operating Procedures apply. International local guidelines, (if applicable and necessary).

Responsibility for coordinating Incident	Examples	Who to inform and timeframe	Typical Response Team
<ul style="list-style-type: none"> • Director, Campus Safety and Security • Director, International Strategy, Mobility and Operations for matters involving international students/ operations and Deans. 	<ul style="list-style-type: none"> • Any incident involving a person that requires a coordinated multi team response by one or more business units or schools. • Workplace Health and Safety (WHS) incident • Moderate Medical attention required, for Students or Staff overseas. 	<ul style="list-style-type: none"> • Verbal Briefing to: <ul style="list-style-type: none"> • VP (People and Advancement) and Campus Provost (for on campus incidents) as soon as reasonably practicable • Verbal briefing to PVC (I) (If International relevance) within 8 hours of advice initially being reported. 	<ul style="list-style-type: none"> • If a student or staff member presents directly to CS&S, they will be offered a private area, support and reassurance until an emergency appointment can be arranged with a Counsellor. • Following this initial assessment, the Counsellor may assist students with ongoing support through trauma counselling, special consideration applications as relevant, or referral to other agencies as appropriate. • Welfare and/or Chaplaincy staff may also be called on for immediate support if Counselling staff are not available in an appropriate timeframe.

NB: Staff may access the Counselling Service in an emergency situation but will normally be referred to the EAP or external services for ongoing counselling and support.

Scope

This procedure applies to all incidents at Western Sydney University, including International Mobility Programs. Such programs include:

Exchange Mobility	Overseas study undertaken for one or two teaching sessions, completed under an exchange agreement between the University and another educational institution
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1.1.1 - 4.1.1

International Student involvement in Critical Incidents

If a critical incident occurs (at levels 1 and 2) and involves an international student, Student Welfare should be notified.

Where an incident occurs overseas such as a natural disaster affecting students as third parties, the Manager, Welfare Services will be the first point of contact to engage with and assist in a coordinated response.

Notifications and Limits (International)

All students

there may be good reasons to keep the matter confidential, staff must be kept in the loop in order to avoid misinformation which can prove detrimental to those involved in the case.

- g) If relevant, identify those students who are most impacted by the incident and therefore most at risk - identify arrangements and support that can be organised from Australian for these students.
- h) If students need to return home, or be evacuated to another location, plans will need to be confirmed with World Travel Protection and the University insurer. A decision concerning evacuation of students will be made by the University Crisis Management Team. Unless this is impossible (i.e. complete breakdown of telecommunications.)
- i) Record and report the incident using the [Incident / Hazard Report form](#)

Independently ticketed travel are those programs where the flights of participants have not been booked through the University's contracted travel agent. The initial response to a critical incident for independent mobility programs will be the notification of the University insurance provider by the affected student, university partner or third party provider. Students, staff or external providers will notify Western Sydney International, Director, International Strategy, Mobility and Operations, or nominated representative of the incident in a timely manner.

Western Sydney International will advise the Executive Director, Student Services and the relevant Dean and Director. Western Sydney International will work with the institutional m(A.6w 1228 Cd(n).

