

 <b>BOND UNIVERSITY</b>	<b>STUDENT CRITICAL INCIDENT MANAGEMENT POLICY</b>
Policy Owner	Director Student Success and Wellbeing
Contact Officer	Director Student Success and Wellbeing
Endorsement Authority	University Registrar
Date of Next Review	November 2026

### 1. PURPOSE AND OBJECTIVES

This Policy sets out how the University ensures that serious student incidents are managed in a timely, effective and compassionate manner and to enable a ‘whole-of-University’ approach.

The University aims to ensure that appropriate resources are available to respond to all aspects of a student incident including:

- The physical and psychological safety of individuals affected;
- The provision of continuity of emotional and physical support for all those involved; and
- Interventions required at different phases of the aftermath of an incident.

### 2. AUDIENCE AND APPLICATION

This Policy applies to all students.

This Policy does not apply to:

- emergencies or crises which are managed in accordance with Emergency Procedures and the Crisis Management Policy and Procedures;
- routine student welfare concerns, minor incidents for which the University provides support and assistance through normal services operations;
- incidents that do not involve students. Incidents involving staff or visitors are responded to under the University’s Work Health and Safety Policy.

A student critical incident which is also an emergency may be managed in accordance with this Policy and the Emergency Procedures and the Crisis Management Policy. Nevertheless, it will activate a crisis management response at University executive level.

The [Student Critical Incident Levels](#) provides guidance on types of student incidents, applicable policy and procedural response.

#### 2.1. Definition of Student Critical Incident

For the purposes of this Policy, a student critical incident is defined as a traumatic event, or the threat of such, which causes extreme stress, fear, physical or psychological injury to students and requires immediate intervention. Examples include, but are not limited to:

- death by natural causes, life threatening injury or illness, attempted suicide or self-harm or imminent risk of suicide or self-harm;
- serious injury or life-threatening illness;
- unexplained or unusual absence (for example, on fieldwork);
- violent behaviour, including sexual assault, severe verbal or psychological aggression;
- witnessing serious incidents, or distressing behaviour;
- significant mental ill-health issues threatening the safety of the Student or others;
- drug, alcohol, or psychoactive substance overdose;
- notifiable/communicable diseases.

### 3. ROLES AND RESPONSIBILITIES

Role	Responsibility
Director Student Success and Wellbeing	<ul style="list-style-type: none"> <li>▪ Responsible for this Policy and the effectiveness of the end-to-end student critical incident management process.</li> <li>▪ Primary Incident Manager.</li> <li>▪ Ensuring appropriate records are kept and that checklists for managing student critical incidents are followed.</li> <li>▪ Responsible for checklist compliance and completeness of documentation.</li> <li>▪ Determining the correct or intended interpretation and scope of this Policy.</li> <li>▪ Decides cases where an issue is not clearly dealt with in this Policy.</li> </ul>

Bond Security	<ul style="list-style-type: none"> <li>▪ Responsible for first response campus-based student critical incidents.</li> <li>▪ Responsible for coordinating the initial Security Reports for student critical incidents that occur on and off campus.</li> </ul>
Director Campus Life	<ul style="list-style-type: none"> <li>▪ Responsible for and empowered to triage Security Incident Reports.</li> </ul>
Incident Manager	<ul style="list-style-type: none"> <li>▪ Appointed by, and accountable to, Director Student Success and Wellbeing to coordinate the response to a student critical incident.</li> <li>▪ Empowered to activate a Student Incident Team (SIT).</li> <li>▪ Responsible for closing student incidents and the Student Incident Team (SIT).</li> <li>▪ Create Bond Care Report(s) for those students impacted by the incident.</li> </ul>
Student Incident Team (SIT)	<ul style="list-style-type: none"> <li>▪ University Registrar and members of the University community activated in response to a student critical incident whose membership is at the discretion of the Director Student Success and Wellbeing.</li> </ul>
University Registrar	<ul style="list-style-type: none"> <li>▪ Any critical incident which constitutes a material breach of safety that impacts students must be reported to the University Registrar who will notify the Tertiary Education Standards Agency (TEQSA).</li> </ul>

#### 4. POLICY STATEMENT

The University proactively manages risk and adopts risk reduction activities to ensure the frequency and impact of student critical incidents are minimised.

When a student critical incident occurs, it is:

- responded to, or resolved, in a manner that ensures appropriately skilled and equipped persons are engaged to swiftly and safely minimise or remove immediate risk or danger;
- responded to, or resolved, with sensitivity and consideration of the wellbeing and safety of students, their families, as well as staff and members of the community, where relevant;
- reported to relevant University staff members, and relevant international and Australian government authorities and agencies (where required);
- managed and documented appropriately, in accordance with relevant legislation and university governance requirements; and
- reviewed upon its conclusion with the purpose of identifying and addressing risks and implementing improvement strategies.

#### 5. REPORTING STUDENT CRITICAL INCIDENTS

All student critical incidents are to be reported as soon as practicably possible. Bond Security (who are available 24 hours a day, 7 days a week) are responsible for creating a Security Report for student critical incidents that may occur *either on or off campus*.

##### 5.1. International Students Under 18

If a staff member or approved homestay family becomes aware of a student critical incident involving an international student under 18 years of age, the incident must be reported in accordance with this Policy, while ensuring that appropriate ongoing welfare arrangements are in place at all times.

#### 6. MANAGING STUDENT CRITICAL INCIDENTS

##### 6.1. Action on Receiving Reports of Critical Incidents

6.1.1. The Director Student Success and Wellbeing or Manager Bond Security will determine whether to inform emergency services or other relevant authorities about:

- 6.1.1.1. the contents of any report;
- 6.1.1.2. whether the incident is reportable conduct under the Child Protection Act 1999 (Qld);
- 6.1.1.3. whether to report the issue to the Office of General Counsel.

6.1.2. On receiving a report of a student death, the Director Student Success and Wellbeing or a staff member designated by the Director of Student Wellbeing will notify:

- a) the University Registrar; the relevant Faculty Executive Dean of UAU equivalent;
- b) if the incident involves an Aboriginal and Torres Strait Islander student, the Provost;
- c) if the incident involves a student or students inbound or outbound as part of a university exchange program or as part of another mobility experience, Vice President Future Students and Director International.

Upon being notified of a report of a student critical incident, the Director of Student Wellbeing must appoint an Incident Manager to manage the response or take on this role themselves.

**6.1.3.** If the Director of Student Success and Wellbeing determines that a student critical incident may impact the wider University community, they may convene a student critical incident response team to coordinate a welfare response.

## **6.2. Role of the Incident Manager**

**6.2.1.** For each incident, the Incident Manager will:

- 6.2.1.1. Assess the need and arrange for internal or external support for the affected students, including, as required:
  - (i) emergency accommodation for a student or family members;
  - (ii) travel assistance for a student or family members;
  - (iii) medical assistance or consultations;
  - (iv) counselling or other psychological consultations;
  - (v) financial assistance;
  - (vi) liaising with the respective Australian High Commission or Consulate.
- 6.2.1.2. Contact the relevant Associate Dean Student Affairs Service Quality within the Faculty or UAU about the status of the student's enrolment and assist with special consideration requests or other necessary academic adjustments or arrangements.
- 6.2.1.3. If the incident involves an Aboriginal and Torres Strait Islander student, consult with the General Manager of the Nyombil Centre to ensure responses are culturally appropriate;
- 6.2.1.4. If the incident involves a student under 18 years of age, inform the University Registrar to activate the relevant procedures under the Welfare Arrangements for Students Under the Age of 18 Policy and Procedure.
- 6.2.1.5. Comply with privacy legislation, when accessing, providing and recording all information.

**6.2.2.** To prevent or lessen a serious or imminent threat to the life or health of a person, the Incident Manager may:

- a) Liaise with QLD Police or other emergency services, including co-ordinating and delivering on requests for information;
- b) Request access to University-held information about the person's recent history of:
  - (i) logging into University ICT and learning systems (from ICT); or
  - (ii) accessing buildings on campus (from Bond Security);
- c) If the incident involves an Aboriginal and Torres Strait Islander student, seek guidance from the General Manager of the Nyombil Centre regarding culturally appropriate approaches to student engagement and risk mitigation;
- d) If relevant, liaise with Director Campus Life to establish last sighting of student or request room check;
- e) If the student is an international student, contact the Coordinator International Compliance to conduct a visa entitlement verification (VEVO) check;
- f) Liaise, as required, with government departments, agencies, and representatives, including overseas jurisdictions; and
- g) Communicate, as appropriate, with a student's family or next of kin.

**Note:** For the avoidance of doubt, the Incident Manager may disclose private and personal information if disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of a person. See sections 17 and 18 of the *Privacy and Personal Information Protection Act 1998*.

Student critical incidents are managed in accordance with the [Student Critical Incident Workflow](#) and procedures (including checklists for particular types of incidents).

The Director, Student Success and Wellbeing will be responsible for the checklist compliance, documentation completeness, ensuring that appropriate external reporting has been undertaken.

## **7. POST INCIDENT REVIEW**

Following conclusion of the student critical incident, the Director Student Success and Wellbeing will review the management of the incident to ensure compliance with this Policy and identify:

- the cause of the student critical incident and any action the University might take to mitigate the risk of recurrence;
- ongoing support required by affected staff or students; and
- opportunities to improve the University's student critical incident processes, including recommendations to amend this Policy.

De-identified post incident review reports will be provided to University Management Committee for consideration and action as required.

## 8. RECORD KEEPING

The Incident Manager will ensure comprehensive records of the incident, actions and responses are maintained and stored securely, with appropriate restricted access to confidential information.

Statistical data derived from records of incidents may comprise all or part of executive and management reporting for members of Council, University Management Committee and Student Wellbeing & Safety Advisory Committee.

## 9. AFFILIATED PROCEDURES AND SCHEDULES

[Crisis Management Policy \(GOV 1.1.3\)](#)

Student Critical Incident Workflow ([Schedule 1](#))

Student Critical Incident Levels ([Schedule 2](#))

Student Critical Incident Response Checklists ([Schedule 3](#))

[International Outbound Student Mobility Prevention of Sexual Harm Procedure](#)

## 10. RELATED DOCUMENTS

[Sexual Harm Policy \(SS 5.8.3\)](#)

[Student Code of Conduct Policy \(SS 5.2.1\)](#)

[Support for Students' Policy \(SS 5.8.2\)](#)

[Student Wellbeing and Safety Policy \(SS 5.8.4\)](#)

[Privacy Policy \(INF 6.5.1\)](#)

[Welfare Arrangements for Students Under the Age of 18 Policy \(SS 5.8.5\)](#)

[Work Health and Safety Policy \(GOV 1.8.1\)](#)

[Higher Education Standards Framework \(Threshold Standards\) 2021](#) (Standard 2.3 Wellbeing and Safety)

[Education Services for Overseas Students Act 2000](#) (Standard 5)

[National Code of Practice for Providers of Education and Training to Overseas Students 2018](#)

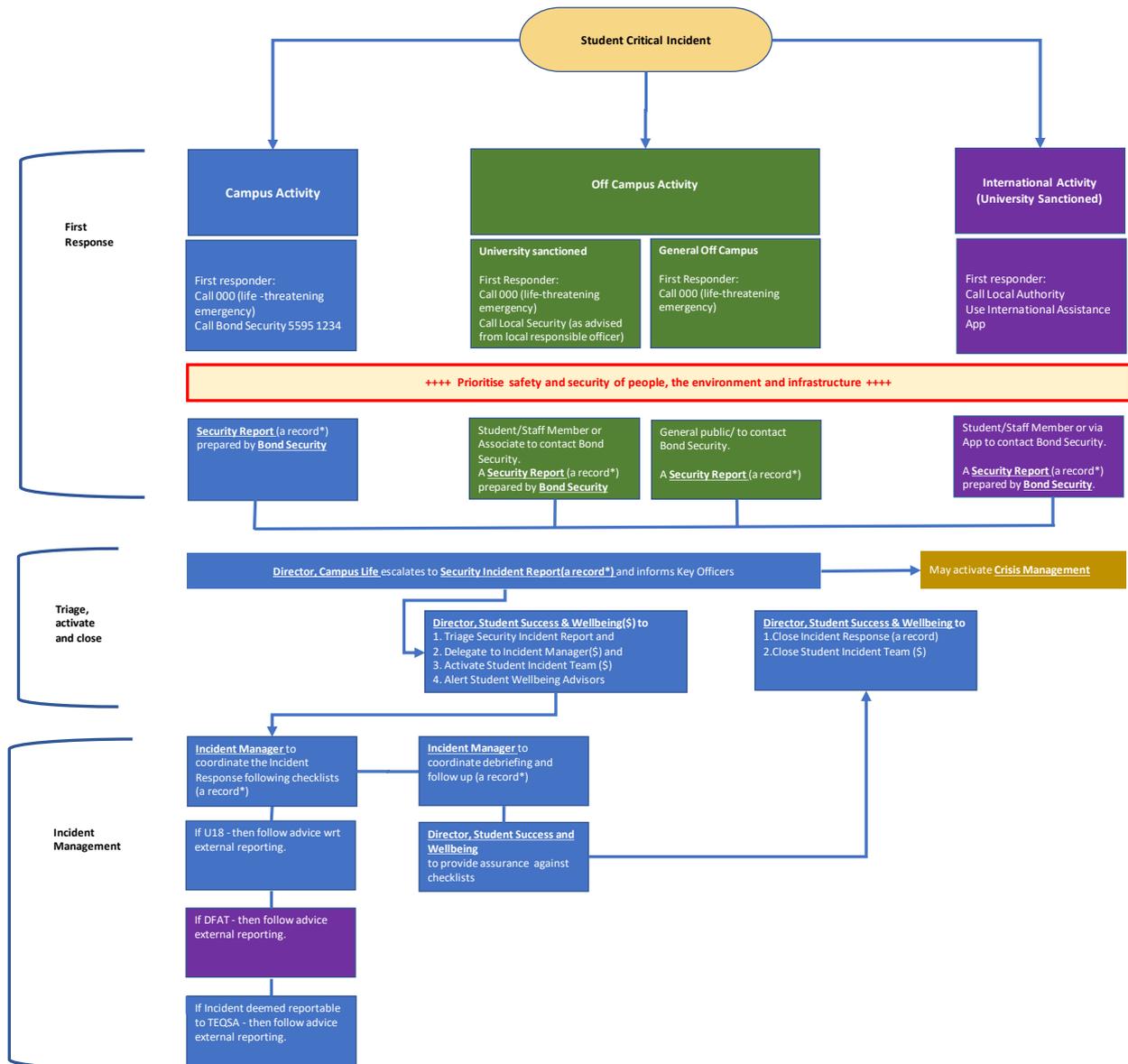
[ELICOS Standards 2018](#)

## 11. MODIFICATION HISTORY

Date	Sections	Source	Details
10 November 2023			Date first approved

**APPROVAL AUTHORITY:** Vice Chancellor

# Student Critical Incident Workflow



# Student Critical Incident Levels



**Student Critical Incident Description** - A student critical incident is a traumatic event, or threat of such, which causes extreme stress, fear, physical or psychological injury to students and requires immediate intervention.

NON-CRITICAL INCIDENT

EMERGENCY and CRISIS MANAGEMENT

**Level 1**  
**Wellbeing Concern**

Requires self-help resources and referral.

**Examples:**

- Feelings of anxiousness / overwhelmed
- Assignment / study related concerns (time management)
- Home sickness, student health
- Relationships

BondCare referral



**Level 2**  
**Welfare Concern**

Requires support and referral.

**Examples:**

- Homelessness/ sleeping on campus
- Financial hardship
- Historical disclosures of sexual assault or sexual harassment
- Failure Grades
- Bereavement

BondCare Referral



**Level 3**  
**Safety & Health Concern**

Requires staff intervention or action.

**Examples:**

- Medical episode / non life threatening injury
- Recent sexual harassment or disclosure/witness report of recent sexual harassment
- Disclosures of domestic and family violence
- Mental Health Presentation (concerning behaviours, consideration for fit to study)
- Aggressive behaviour, bullying, intimidation, stalking

Bond Security 5595 1234  
BondCare Referral



**Level 4**  
**Student Critical Incident**

Requires immediate staff or Bond Security action.

**Examples:**

- Death by natural causes
- Life-threatening injury or illness
- Attempted suicide or self-harm, or imminent risk of suicide or self-harm
- Unexplained or unusual absence (for example, on fieldwork)
- Violent behaviour, including sexual assault severe verbal or psychological aggression,
- Witnessing serious incidents, or distressing behaviour
- Significant mental ill-health issues threatening the safety of student or others
- Drug, alcohol or psychoactive substance overdose
- Notifiable/communicable diseases

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Student Critical Incident Management Policy & Procedures

**Level 5**  
**Emergency Management**

Requires immediate Bond Security and executive action.

**Examples:**

- Death by misadventure (non-natural causes suicide, serious accident, crime)
- Serious accidents
- Fire, explosions, bomb threats
- Civil unrest
- Natural Disaster
- Epidemics/Pandemics

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**May activate:**  
**Crisis Management**

Emergency Procedures and Crisis Management Policy & Procedures

\* Any wellbeing, welfare, critical incident, emergency or crisis involving under 18 students to be escalated to the Registrar


**Student Critical Incident Response Checklist**

<b>Critical Incident Type</b>	Select Incident Type		
<b>Date</b>	Click or tap to enter a date.		
<b>Staff Member Reporting Incident</b>			
<b>Names of any Witnesses</b>			
<b>Student Name, SID &amp; Contact Details</b>			
<b>Student Program Location</b>			
<b>Location of Incident</b>			
<b>Address (if off campus)</b>			
<b>Student Cohort</b>	<input type="checkbox"/> International	<input type="checkbox"/> Domestic	<input type="checkbox"/> Offshore
	<input type="checkbox"/> Higher Degree Research	<input type="checkbox"/> Under 18 years	<input type="checkbox"/> Aboriginal or Torres Strait Islander

Incident Response		Completed/Date		Notes (time of action, details to include in Report)
<b>CAMPUS SECURITY</b>				
If required	Identify injuries and apply first aid or psychological first aid (for on-campus incidents)	<input type="checkbox"/>	Click or tap to enter a date.	
Mandatory	Gather adequate information about the student and situation as listed above (location, contact details)	<input type="checkbox"/>	Click or tap to enter a date.	
If required	Call Police, Fire or Ambulance services – Triple Zero (000)	<input type="checkbox"/>	Click or tap to enter a date.	
If necessary	Evacuate the site	<input type="checkbox"/>	Click or tap to enter a date.	
Mandatory	Notify the Director, Campus Life and provide student/incident details	<input type="checkbox"/>	Click or tap to enter a date.	
Mandatory	Prepare a Security Report and provide to Director, Campus Life	<input type="checkbox"/>	Click or tap to enter a date.	

Incident Response		Completed/Date		Notes (time of action, details to include in Report)
<b>DIRECTOR, CAMPUS LIFE</b>				
Mandatory	Escalate Security Report to Security Incident Report	<input type="checkbox"/>	Click or tap to enter a date.	
Mandatory	Advise Director, Student Success and Wellbeing	<input type="checkbox"/>	Click or tap to enter a date.	

Incident Response		Completed/Date		Notes (time of action, details to include in Report)
<b>DIRECTOR, STUDENT SUCCESS AND WELLBEING</b>				
Mandatory	Triage Security Incident Report	<input type="checkbox"/>	Click or tap to enter a date.	
Mandatory	Delegate to an Incident Manager and activate Student Incident Team	<input type="checkbox"/>	Click or tap to enter a date.	
Mandatory	Alert Student Wellbeing Advisors	<input type="checkbox"/>	Click or tap to enter a date.	
Mandatory	Transfer Security Incident Report to Incident Manager	<input type="checkbox"/>	Click or tap to enter a date.	

Mandatory	Close Student Critical Incident Response	<input type="checkbox"/>	Click or tap to enter a date.	
Mandatory	Close Student Incident Team	<input type="checkbox"/>	Click or tap to enter a date.	
Mandatory	Complete RM section of Incident Response Checklist and provide to Director, Student Success and Wellbeing	<input type="checkbox"/>	Click or tap to enter a date.	
Mandatory	Within 7 days of Security Incident Report being closed, assign officer to audit Student Critical Incident Management in accordance with Policy	<input type="checkbox"/>	Click or tap to enter a date.	
Mandatory	Provide a de-identified post incident review report to UMC for consideration and action as required	<input type="checkbox"/>	Click or tap to enter a date.	

Incident Response		Completed/Date	Notes (time of action, details to include in Report)	
<b>INCIDENT MANAGER (IM)</b>				
Mandatory	Review Security Incident Report	<input type="checkbox"/>	Click or tap to enter a date.	
Where required	Coordinate the response to the incident, including: <ul style="list-style-type: none"> <li>▪ coordinating post incident support, this may include delegating actions to appropriate staff member to liaise with student and or bystanders and organise welfare check &amp; ongoing support</li> <li>▪ Oversight of Security Incident Report &amp; ensuring closure of Report</li> <li>▪ Provide updates to Director, Student Success and Wellbeing and notify of case closure</li> </ul>	<input type="checkbox"/>	Click or tap to enter a date.	
If required	Liaise and communicate with relevant BU executives and government and external agencies (e.g., DFAT, TEQSA, police)	<input type="checkbox"/>	Click or tap to enter a date.	
If required	If an incident impacts staff, assign/consult with HR for support (counselling, flexible work arrangement)	<input type="checkbox"/>	Click or tap to enter a date.	
Mandatory	Ensure comprehensive records of the incident, actions and response are maintained and stored securely	<input type="checkbox"/>	Click or tap to enter a date.	

## POST INCIDENT SUPPORT STEPS

Incident Response		Completed/Date	Notes (time of action, details to include in Report)	
<b>NOMINATED STUDENT WELLBEING ADVISOR</b>				
Where required	Within 24 business hours. contact police or police link hotline for incident update	<input type="checkbox"/>	Click or tap to enter a date.	
Mandatory	Within 72 hours of the initial incident, attempt to make contact with the student via phone	<input type="checkbox"/>	Click or tap to enter a date.	
Mandatory	If no communication is achieved within 72 hours, provide support options by the student's BU email address	<input type="checkbox"/>	Click or tap to enter a date.	
Mandatory	If no communication is achieved with the student after 5 days, document attempts, complete Security Incident Report action plan section and close the case.	<input type="checkbox"/>	Click or tap to enter a date.	
Mandatory	Where communication achieved provide internal and external support services where appropriate, provide referral where appropriate and consent given	<input type="checkbox"/>	Click or tap to enter a date.	

Mandatory	Provide information to the student on study progress options: special considerations, fee remission, leave of absence etc	<input type="checkbox"/>	Click or tap to enter a date.	
Mandatory	Complete the incident response checklist with support provided and refer report to Incident Manager	<input type="checkbox"/>	Click or tap to enter a date.	

<b>Incident Response</b>		<b>Completed/Date</b>	<b>Notes (time of action, details to include in Report)</b>
<b>STUDENT INCIDENT COMPLIANCE OFFICER</b>			
Mandatory	Review the Student Critical Incident Report and associated documents	<input type="checkbox"/>	Click or tap to enter a date.
Mandatory	Complete the Post Student Critical Incident Review template	<input type="checkbox"/>	Click or tap to enter a date.
Mandatory	Email completed Post Student Critical Incident Review template to the Director, Student Success and Wellbeing	<input type="checkbox"/>	Click or tap to enter a date.