

## Critical Incident Response Checklist

**Critical Incident Type:**

**Date:**

**Staff member reporting incident:**

**Names of any witnesses:**

**Student Name and SID:**

**Student Course Location:**

**Location of Incident:**

**Address (if off campus):**

**Student cohort:**

International

Aboriginal or Torres  
Strait Islander

Higher Degree  
Research

Domestic

Offshore

**Incident Response**

**Completed/Date**

**Notes (time of action, details to include in report)**

### Security

If required Identify injuries and apply first aid or psychological first aid (for on-campus incidents.)

Mandatory Gather adequate information about the student and situation as listed above (location, contact details).

If required Call Police, Fire or Ambulance services - Triple Zero (000)

If necessary Evacuate the site

Mandatory Notify the Vice President Student and Registrar and provide student/incident details.

Mandatory Open Riskware Incident Report, upload checklist and invite VPSR to view the incident report

	<b>Incident Response</b>	<b>Completed/Date</b>	<b>Notes (time of action, details) details to include in report</b>
<b>Vice President Student and Registrar</b>			
Mandatory	Allocate a Response Manager.		
Mandatory	Communicate relevant student/ incident information to the Response Manager		
Mandatory	Request security transfer the incident Riskware report to the Response Manager		
<b>Response Manager</b>			
Mandatory	Review Riskware incident report documentation and assign a Case Manager.		
Mandatory	Transfer Riskware report to appropriate Case Manager		
Mandatory	Complete RM section of incident response checklist and upload to Riskware		
Mandatory	Within 7 days of Riskware report being closed, assign independent staff member to audit Student Critical Incident Management in accordance with associated policy.		
<b>Case Manager</b>			
Mandatory	Review Riskware report and attached student critical incident response checklist		
Where required	Case Manager to 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 supports</li> <li>• Oversight of Riskware report &amp; ensuring closure of report</li> <li>• Provide updates to Response Managers and notify RM of case closure</li> </ul>		
If required	CM to liaise and communicate with relevant SCU executives and government and external agencies		
If required	If an incident impacts staff, assign/ consult with HR for the following support (counselling, EAP)		
Mandatory	Complete CM section of incident response checklist and upload to Riskware		

## Post Incident Support Steps

	Incident Response	Completed/Date	Notes (time of action, details) details to include in report
<b>Support Provided by the Nominated Staff Member</b>			
Where required	Within 24 business hours contact police or police link hotline for incident update		
Mandatory	Within 72 hours of the initial incident, attempt to make contact with the student via phone		
Mandatory	If no communication is achieved within 72 hours, provide support options by the students SCU email address		
Mandatory	If no communication is achieved with the student after five days, document attempts, complete riskware action plan and close the case.		
Mandatory	Where communication achieved provide internal and external support services where appropriate, provide referral where appropriate and consent given		
Mandatory	Provide information to the student on study progress options: special cons, fee remission, leave of absence etc		
Mandatory	Complete the incident response checklist , upload to Riskware and document support provided. Invite CM to view report and close the case.		
<b>Independent Employee Auditing Incident Management</b>			
Mandatory	Review the assigned Student Critical Incident Riskware report and associated documents		
Mandatory	Complete the Post Student Critical Incident Review Template		
Mandatory	Email completed Post Student Critical Incident Review Template to the RM		