Student Critical Incident Workflow

Southern Cross University

Student Critical Incident In Progress

Staff Member

Incident on Campus?

- **YES** → SCU Staff member to call Security and/or 000 ambulance/police/fire
  - SCU Staff member to provide security with relevant incident details
- **NO** → SCU Staff member to call 000 ambulance/police/fire → SCU Staff member to initiate Incident Response Checklist, Riskware report, invite and notify VPSR

Security

Security respond to incident, ensure safety → Security initiate Incident Response Checklist. Security notify VPSR → Security lodges a Riskware report including attaching the Incident Response Checklist when practical and invite VPSR to view report

Vice President Students and Registrar (VPSR)

Upon review of Riskware report and attached documents VPSR assigns incident management to relevant Response Manager (RM) and request security transfer report to RM

Response Manager

RM reviews incident documentation and requests transfers the Riskware report to appropriate Case Manager (CM) → Within seven days of the Riskware report being closed. VPSR assigns an independent employee to review management in accordance with the associated policy

De-identified post incident review reports provided to the Vice Chancellor's Group for consideration and action as required

Case Manager

Case Manager to coordinate the response to the incident. See Incident Response Checklist

As required, CM to liaise and communicate with relevant SCU executives, government and external agencies → Maintain oversight of incident Riskware report, provide relevant updates to RM, ensure closure of report and notify RM

Staff Member Providing Post Incident Student Support

Where required within 24 hours contact attending Police or police link hotline for incident update → Provide post incident student support in accordance with incident response checklist → Document student support provided and update CM of support completed