



## Critical & Serious Incidents Policy

Version: 1<sup>st</sup>

**Responsible To:** Head of College & CEO – John XXIII College

**Pertains To:** Residents (Accommodation Agreement Holder) – John XXIII College

**Supported By:** Deputy Head of College – John XXIII College

Staff – John XXIII College

Collegiate Team – John XXIII College

**Monitored By:** Head of College & CEO – John XXIII College

### Purpose

This policy is to provide the College with clear decision-making guidelines and processes for managing critical incidents and serious matters involving the Residents of the College. It outlines the roles of each participant to ensure that each case is managed effectively, consistently and in a timely manner.

It also provides the contact details for all relevant people and support agencies that may be need when dealing with a Critical Incident or Serious Matter.

This is the generic policy for Critical Incidents and Serious Matters. See the following policies for more detail when dealing with specific incidents:

1. Critical Incident – Death of a Resident and Missing Resident
2. Critical Incident and Serious Matter – Bullying, Harassment and Assault
3. Serious Matter – Alcohol, Smoking and Drugs

There is also a separate document that clarifies the role of the Pastoral Team in dealing with these incidents:

- The Role of Senior Residents (SRs) in Critical Incidents and Serious Matters

### Definitions

#### Critical Incident

A 'critical incident' is a traumatic event or the threat of such, which causes extreme stress, fear or physical or emotional injury. A critical incident may include:

- a. Death of a Resident,
- b. Missing Residents,
- c. Traumatic event or threat involving Residents / their families,
- d. Serious injury/ illness,
- e. Resident suicide attempt,
- f. Mental health issues impacting on safety of self and others,
- g. Perpetrating or being the victim of crime related incidents (including assaults, sexual assaults),
- h. Issues such as domestic violence,
- i. Serious threats to a Resident,
- j. Severe verbal or psychological intimidation,
- k. Other traumatic events or threats, including vilification or victimisation,
- l. Disaster emergencies such as war, coups, etc,
- m. Natural disasters and emergencies.

#### Serious Matters

A 'serious matter' is any occurrence which is not considered to be a critical incident under the relevant ANU policy, but which has the potential to have a disruptive impact on the wellbeing of the Residential community. Serious matters include, but are not limited to:

- a. All forms of harassment,
- b. Discrimination,
- c. Bullying,
- d. Hazing,



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- e. Residents at a risk of serious self-harm,
- f. Any other serious or unlawful incident which has the potential to affect the safety and well-being of the Residents,
- g. Excessive or binge drinking,
- h. Underage drinking,
- i. Smoking inside Residential buildings and around the College grounds, except the Designated Outdoor Smoking Area (DOSA),
- j. Drug use, misuse of prescription medications and/or distribution of these substances within the College building or grounds.

### Resident

A Resident of the College is a financial member of the College community who is residing at the College. This is the person who signs the Residential contract and lives at the College, it is not based on who is the person paying the fees (the Account Holder).

### The Pastoral Team

The Pastoral team at the College is the group of student leaders who have responsibility for the wellbeing of the Residents. This team consists of the Dean of Residents: Student Life & Academics (Dean) and the Senior Residents (SRs). This team is led and supervised by the Deputy Head of College.

### Senior Staff

This is the managers and leadership teams at the College. It consists of the Head of College, Deputy Head of College, Business Manager and Operations Manager.

### Privacy Act

The *Privacy Act 1988 (Cth)*, permits the College to disclose personal information about someone to a party outside the College or University where, inter alia:

- a. a person consents in writing, to their personal information being disclosed to nominated individuals;  
or
- b. the College believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person.

### **Principles**

1. John XXIII College strives to provide a supportive, safe, caring environment for staff, Residents and visitors. The Pastoral Team are an essential part of the team creating this environment.
2. The care and well-being of its Residents is a primary concern of the College.
3. The Deputy Head of College is responsible for the management of critical incidents and serious matters, with additional assistance being sought from the Head of College, Security and Police (or other Emergency Services or University services) as appropriate.
4. Members of the Pastoral Team are not responsible for the management of these situations and are there to assist the Deputy Head of College to seek information and identify those involved in these incidents and to provide support to individual Residents.
5. All senior staff of the College and the members of the Pastoral Team should have access to College and ANU training and support in the management of critical incidents and serious matters, in the appropriate use of Emergency Services and in the reporting process.

### **Policy Statement**

1. Critical incidents need a caring and compassionate response that seeks to meet the need of the Residents closely involved in the incident and the College community as a whole.



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2. The College asserts its reasonable support for Residents, staff and where appropriate their families, who may be affected by a critical incident.
3. The response to any critical incident or serious matter must aim to:
  - a. Ensure the safety of the Residents and Staff, as well as visitors and guests,
  - b. Look after the needs of any individuals involved in the incident,
  - c. Protect the fabric of the College.
4. The level of response to a critical incident that is required will depend on the severity and urgency of the critical incident. The College's response will be adapted, within the parameters of this policy and the Privacy Policy to meet the needs of each incident.

By accepting a John XXIII College Accommodation Agreement, Resident accepts and agrees to abide by all of the terms and conditions of John XXIII College's Policies and Procedures. Residents should contact the College for further clarification if required.