



## Missing Resident & Death of a Resident Critical Incident 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 provides the College with clear decision-making and processes for managing critical incidents like a missing Resident or the death of a Resident. This is to ensure that each case is managed effectively, consistently and in a timely manner and in accordance with ANU requirements.

### Definitions

#### Critical Incident

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

- a. Missing Residents,
- b. Traumatic event or threat involving Residents / their families,
- c. Death of a Resident.

#### Resident

A Resident of the College is 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 the person who is 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 (DHOC).

#### Emergency (Primary) Contact

The Emergency Contact is the person nominated by the Resident on their College most recent Admissions documentation (Accommodation Agreement or the most recently updated StarRez entry), or where that person is unavailable, the next-of-kin, family, or other person if appropriate.

#### 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, for 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.

#### 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.

### Principles

1. John XXIII College strives to provide a supportive, safe, caring environment for staff, Residents and visitors, especially during times of crisis.



## Missing Resident & Death of a Resident Critical Incident Policy

Version: 1<sup>st</sup>

2. All senior staff of the College and the SRs should have access to College and ANU training and support in the management of critical incident and serious matters, in the appropriate use of Emergency Services and in the reporting process.
3. The Deputy Head of College is responsible for the management of critical incidents and serious matters, with additional assistance being sought from the College Night Porter, ANU 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. (see Policy on the Role of SRs in Critical Incidents and Serious Matters)

### Policy Statement

1. The College asserts its reasonable support for Residents, staff and where appropriate their families, who may be affected by a critical incident.
2. The level of response to a critical incident required will depend on the severity of the critical incident. The College's response will be adapted, within the parameters of this policy and the Privacy Act, to meet the needs of each incident.
3. A missing Resident or the death of a Resident are critical incidents that 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.

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.