



Role of Senior Residents (SR) in Critical & Serious Matters Policy

Version: 1st

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

Background

Senior Residents (SRs) are College Student Leaders who are part of the Pastoral Team. They are appointed by the Head of College (HOC) to:

- a. Carry out pastoral care tasks, and
- b. Assist in maintaining the correct Student Behaviour in the College, and

SRs work with the Dean of Residents: Student Life & Academics (Dean) and report to and work under the direction of the Deputy Head of College (DHOC) to maintain the pastoral support and discipline networks that sustain the College.

The SRs also have three other minor roles:

- a. Looking after a Community Portfolio, where they organise educational events for the College Residents as a whole,
- b. Organising or overseeing corridor events that nurture community spirit,
- c. Administration, such as after hour's duties and assisting on arrival day,

But the SRs primary role remains the pastoral care of the Residents on their corridors.

Purpose

This document acknowledges the important role of Senior Residents (SRs) in helping in the running of the College and the importance of clearly defining the limits of their responsibility. They have a difficult role living in among their friends and acquaintances, while also having a responsibility to care for them. Through fine role modelling and conduct, SRs nurture and build the community spirit and the ethos of John XXIII College and live its values as a Catholic, academic university college.

By living in among their Residents, the SRs are an easily accessible point of contact for the College Residents and they take an interest in each of their Residents' academic, spiritual, cultural, social and sporting progress. SRs are the first point of contact for Residents' pastoral care needs. The SR is therefore likely to be the first person to become aware of a developing issue and the first port of call for a Resident in distress.

SRs will receive College and ANU basic training in providing the early stages of support for the Residents' wellbeing. Thus, their role is limited to support and triage roles and they work under the direction and guidance of the Deputy Head of College. SRs are not qualified mental or social health practitioners and they are also fulltime students.

Definitions

Critical Incident

ANU defines a 'critical incident' as 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),



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- 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

ANU defines a 'serious matter' as 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 well-being of the Residential community. Serious matters include, but are not limited to:

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

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 CCs and the SRs are an essential part of the team creating this environment.



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2. The care and well-being of its Residents is a primary concern of the College.
3. The SRs, like all the College staff should have access to training and support in the processes of *critical incidents* and *serious matters* and in the appropriate use of Emergency Services and in the reporting process.
4. The Deputy Head of College is responsible for the management of '*critical incidents*' and '*serious matters*', with additional assistance being sought from Security and Police (or other Emergency Services or University services) as appropriate.
5. 'Senior Residents' are not responsible for the management of these situations and are there to assist the Deputy Head of College to gather information, identify those involved in these incidents and to provide support to individual Residents.

Policy Statement

1. John XXIII College is committed to ensuring that Residents and staff are treated with integrity, respect and justice. The College recognises that all members of the College have the right to live, study and work in a safe environment and an environment free from discrimination, harassment, hazing and bullying.
2. 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.
3. The response to any critical incident or serious matter must aim to:
 - a. Ensure the safety of the Residents and Staff,
 - b. Look after the needs of any individuals involved in the incident,
 - c. Protect the fabric of the College.
4. The Senior Residents (SRs) have an essential role in the College by:
 - a. Monitoring the wellbeing of the Residents in their care,
 - b. Knowing their Residents well, so they can identify changes in behaviour and report their concerns about the wellbeing of individual Residents,
 - c. Supporting their Residents in times of stress, without becoming their advocate,
 - d. Being able to pass a situation (involving Resident well-being) over to the appropriate College staff member without being further involved in the resolution of the incident / situation,
 - e. Caring for their Residents (by intervening or obtaining extra support) from the unlawful and inappropriate behaviour of others and reporting these incidents to the Deputy Head of College,
 - f. Helping to protect Residents from themselves, by giving them advice, when they make unfortunate decisions,
 - g. Observing potential situations that are listed under the Critical Incidents or Serious Matters definitions and passing this information on to the appropriate College staff member,
 - h. Being an effective conduit between the Residents and the Administration of the College, when needed,
 - i. Being able to support the Deputy Head of College, post incident, with the care of the Residents.
5. The SR needs to be clearly aware of when their role starts during an incident and stops. They need to ensure they do not get too emotionally involved in an incident and if they believe that this is happening they need to seek advice and help from the Deputy Head of College.

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.