



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

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

Procedures for Senior Residents

1. The Senior Resident (SRs') Primary Role

- a. The primary role of an SR is to lead by example and encourage Residents to look out for; support and care for each other and in this way strengthen community spirit and support.

NB.

- Trauma research suggests that resilience after a critical incident is best developed by members of the affected community caring for each other with input from professionals rather than professionals taking over the care of individuals concerned,
- Most people in the early stages of a critical incident do not need counselling. They need to feel safe, to be supported by their community, to try and make sense of the event with information provided and to learn that there are many ways to cope with shocking events,
- In general, people have a natural recovery mechanism after shock (John Briere, 2003). They need to be able to retrieve this mechanism and be allowed to do this in their own way. Some people may withdraw, some may openly show emotion, some may feel nothing,
- It is important to remember that a serious incident may make many students feel unsettled and even want to return home. It is wise to encourage students to contact their loved ones to enable them to feel safe, talk about their feeling with people they know and trust in order to assist them through this ordeal,
- In the case of international students who have an issue encourage them to contact their family by phone, but also suggest that any major decisions be left for at least one (1) week and to speak with a staff member or counsellor before such a decision is made.

2. Confidentiality and Privacy

- a. The SR should never agree to keep secret any Resident's serious harmful behaviours towards themselves or others.
 - It needs to be clear to Residents, both as a general principle and in specific situations, that 'Senior Residents' have a responsibility to speak with the College Administration so they can arrange appropriate help and/or safety for Residents.
- b. SRs are expected to discuss all concerns about serious matters or potential grievances about allegations of harassment etc with the Deputy Head of College as soon as possible.
 - At the same time, they are expected to refrain from discussing these concerns with other Residents, unless essential to assist in resolving a particular situation.
- c. Discussions between staff and SRs do not represent a breach of privacy legislation where the focus is on the well-being and safety of the community or individuals in the College.
 - It is a necessary part of the professional management of the College that such issues are identified and managed appropriately,
 - Respect for privacy is demonstrated by refraining from unnecessary or extensive disclosures of personal information or speculations about individual's motivations/ behaviour etc or 'gossip'.



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3. SRs Responding to Critical Incidents and Serious Matters

- a. The Safety of the 'Senior Resident' is a primary concern.
 - SRs are expected to consider their own safety in any actions they take around serious matters.
e.g.
 - Not being alone with a person who may be dangerous (e.g. aggressive or abusive),
 - Not driving a person who is very ill to hospital on their own, etc.
- b. SRs are not expected to resolve potential grievances such as those involving harassment or discrimination.
 - This is the role of the Head of College and the Deputy Head of College.
- c. Where there is any *immediate* concern for life, or a serious assault or threat has been made, Emergency Services such as the Police or Ambulances must be contacted ASAP.
NB.
 - The Police require the individual who is the subject of a threat or injury to report it directly to the Police so they can assist, as soon as possible,
 - Third party reports are not given the same priority.
- d. In the case of (c) above, the Deputy Head of College is to be contacted immediately after the call to the Emergency Services.
 - The general rule is that the Deputy Head of College should be immediately notified whenever Emergency Services have been called to the College,
 - It is the role of the Head of College to contact ANU Security and advise them that Emergency Services have been contacted,
 - The SR's role then becomes one of immediate or ongoing support, as directed by the Deputy Head of College.
- e. The Head of College must ensure that all SRs (and staff) are aware of the appropriate procedures for managing and reporting 'critical incidents and serious matters' and with calling the Emergency Services.

4. Third Party Reports: "Informants"

- a. SRs will often receive reports about Residents from third parties, e.g. other Residents or friends of Residents. These reports should be reviewed in the light of:
 - The details the 'informant' is able to provide to support the claim, and
 - Known information about the alleged 'perpetrator' and their associates.The assessment and processing of this situation is the role of the Deputy Head of College.
 - The SR needs to accept that this report and other information known to or gathered by the Deputy Head of College may see a result they may not be expecting.

5. Recording and Reporting Serious Matters

- a. All *critical incidents* and *serious matters* require the College to keep a formal record. This formal record will be kept by the Deputy Head of College.
- b. This record will be supplemented by the SR's notes if the SR has been involved, or completed by the Senior Resident in conjunction with the Deputy Head of College.
- c. In general, the SR should keep notes of *critical incidents* or *serious matters* that they are involved in. These notes should be factual and include:
 - The nature of the incident/complaint,
 - The full names of people involved,



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- A description of any incidents,
- The dates and relevant times,
- Actions taken by them, including who the incident was reported to,
- The SR's name and date.

'Opinions' should be avoided unless they are noted as 'opinion'.

- d. When an SR passes on a report of a critical incident or serious matter to the Deputy Head of College, their role ceases, except:
- The normal support role that the SR has for their Residents,
 - Where the Deputy Head of College asks the SR to carry out other tasks.

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.