

1. Introduction.....	1
2. Student Incident Defined	2
3. Student Incident Impact.....	2
4. Scope of Response	3
5. Privacy, Confidentiality and Communication.....	3
6. Incident Response: Roles and Responsibilities	4
7. Related Documents and Information	8

1. Introduction

The University has a duty of care to staff and students, and an obligation to protect its reputation by being prepared to deal quickly, effectively and sensitively with student incidents. The Student Incident Response Plan (SIRP) is a companion document to the [UC Emergency Management Plan](#) and provides detailed protocols to be followed when responding to incidents that are reported.

This plan is designed to meet

The plan contains separate protocol checklists for each type of incident listed below. The SIRP protocols are contained in the appendices.

The determination of the scope of the incident response will require an exercise of judgment. Note that situations may require multiple levels of responses depending on the nature on the incident.

Student Diversity

This plan acknowledges that students differ widely in terms of their age, abilities, responsibilities, backgrounds, life experiences, living arrangements and other parameters. Accordingly, it advocates that responses should be sensitive to specific circumstances. In responding to a student incident, it is necessary to select those actions that are appropriate and omit those that are not.

2. Student Incident Defined

For the purposes of this plan, a student incident is defined as:

- a) an unplanned or unforeseen traumatic event affecting a student or students that has an impact on the University, its staff, its students and/or the wider community, or
- b) actions of a UC student which, in virtue of their nature, give rise to significant alarm for the safety of other students, staff and/or the wider community.

Protocols for Student Incidents

The SIRP contains protocols for responding to student incidents involving:

- death of a UC student
- serious illness or injury of a UC student
- serious psychiatric illness of a UC student
- assault of a UC student
- arrest of a UC student

region

Note that other situations may require initiation of the plan from time to time. As set out in the documentation below, it is the SIRP leadership team that has responsibility for determining if an event qualifies as a student incident, and hence whether initiation of the SIRP is required or not.

3. Student Incident Impact

Student incidents may have a negative impact on a number of people, either through the immediate effects of being involved, by witnessing an event, or because the emotional impact of past experiences has resurfaced. Where there are negative effects, there is a need to be aware not only of the on people not directly affected, but also the unpredictability or spread of this effect. Affected parties may include:

- secondary victims, such as students, staff and family members not directly involved but experiencing multiple bereavement or other trauma;
- the University as

the wider community.

Personal information is any official information held about an identifiable person that is of a personal nature, such as name and date of birth that could be used to identify that person.

Personal information may be disclosed where:

- it is not practicable or desirable to obtain individual authorisation; and
- there is a serious threat to public health, public safety or the life or health of an individual;
- the threat is imminent;
- disclosure would prevent or lessen that threat; and/or
- disclosure is necessary to prevent or lessen the threat.

Disclosure is not necessary if the threat can be prevented or minimised in some way that does not involve releasing confidential information. If disclosure is deemed necessary, it must:

SIRP Leadership Team

The SIRP Leadership Team is comprised of the following members:

- Assistant Vice Chancellor (Academic)
- Executive Director Student Services and Communications
- Registrar
- Director Student Success
- Campus Services Manager

Co-opted Members, depending on scope and circumstances

- Relevant PVC
- Director Wellness Services
- Accommodation and Campus Life Manager (if student is in the halls)
- Assistant Vice Chancellor
- Director Pasifika Development

The purpose of the SIRP leadership team is to:

- make an initial evaluation of the scope and impact of the incident;
- decide whether SIRP should be initiated;
- ensure appropriate resources are allocated and support is provided;
- act as a review board for decision making, risk assessment and further escalation;

SIRP Initiation

Any member of the SIRP Leadership Team, the VC or DVC can initiate SIRP. Once SIRP is initiated, a Student Incident Response Manager (SIRM) must be identified and SIRP protocols initiated and followed.

If SIRP is not initiated in response to a particular event, University staff will respond to the incident, which means that expected SIRP notifications and communications will not occur and will be limited to appropriate communication with a line manager.

In the event of a wider UC Emergency, the University Incident Controller (see the Urea0000088

Strategic Communications Group (SCG)

SCG is responsible for disseminating information, engaging with key stakeholders and assessing reputational risk. This group provides external and internal communications to students, staff, Government, the local community and other key stakeholders concerning incident notification, response, and outcome. This team works closely with University decision-makers in accurately representing the development and resolution of a student incident. SCG is comprised of members from the following areas: Communications, Marketing, Human Resources, Student Services, and Colleges.

For many student critical incidents, it will only be necessary to initiate the Communications and Engagement Manager.

The SCG Coordinator (under direction of the Communications and Engagement Manager) is responsible for developing, defining and maintaining their own procedural guidelines and/or protocols to support student incident situations. The team interacts and communicates with the SIRM and SIRP Leadership Team during any student incident response situation.

Notifications

A variety of notifications are required as part of any SIRP response to ensure that all stakeholders who need to know about the incident are kept informed. All notifications need to have regard for the privacy of the student, their family and Notification processes and requirements are included in all the SIRP protocols (see Appendix).

The SIRM in conjunction with the SCG Coordinator will ensure appropriate management of stakeholder communications. Operational response communications will be led by the SIRM with advice from the SCG Coordinator.

In the case of a student illness or injury, the Health and Safety Manager, as part of the University Health and Safety Plan, will be notified by the SIRM.

Students of Concern Group (SOC) and Student Critical Incident Group (SCIG)

The Students of Concern Group meets fortnightly to discuss how to support students around whom concerns have been raised. The Student Critical Incident Group meets monthly to review student critical incidents and progress strategic and operational matters to enhance staff and student safety and security.

The SIRM is responsible for updating and briefing both the Students of Concern Group and Student Critical incident Group about SIRP cases.

Support for Staff involved in a SIRP Incident

Responding to a SIRP incident may involve staff in sometimes distressing and emotionally demanding situations. The debrief process is designed to identify follow up actions and learnings. During the debrief the need for additional support for individuals or the group of staff involved may be identified. In addition, staff and managers may at any time identify

7. Related Documents and Information

Legislation:

[Privacy Act 1993 \(New Zealand Legislation website\)](#)

UC Policy Library:

[Privacy Policy \(PDF, 568KB\)](#)

University Website and Intranet:

[Communications and Engagement \(University Communications website\)](#)

[Emergency Management Committee Contacts \(University Emergency Management website\)](#)

[Emergency Management Related plans and policies \(University Emergency Management website\)](#)

[Emergency Management Resources & Publications \(University Emergency Management website\)](#)