



SERIOUS INCIDENTS INVOLVING OVERSEAS STUDENTS PROCEDURES 2011

Issued by: Deputy Vice-Chancellor (Education)

Dated: 21 May 2012

Last amended: 20 April 2018 (administrative amendments)

Signature:

Name: Professor Derrick Armstrong

1 Purpose and application

- (1) These procedures set out the steps to be take in event of a serious incident involving an overseas student.
- (2) These procedures apply to:
 - (a) the University, staff, students and affiliates; and
 - (b) any serious incident involving one or more overseas students.

2 Commencement

These procedures commence on 21 May 2012

3 Interpretation

case manager means the Director of Student Support Services or another person appointed to this role under clause 5.

overseas student means a person (whether within or outside Australia) who holds a student visa for the purpose of study at the University of Sydney.

serious incident means an actual or threatened tragic or traumatic event or situation, (within or outside Australia) which affects, or has the potential to affect, a student, the student's family members or others including staff and friends in a traumatic way. This may include causing extreme distress, fear or injury. Serious incidents include, but are not limited to:

- missing students
- severe verbal or physical aggression
- death, serious injury or any threat of these
- natural disaster



- assault, including sexual assault
- drug or alcohol abuse

4 Reporting serious incidents

- (1) All serious incidents should initially be reported to the Campus Security Unit on 9351 3333.
- (2) External emergency services should be called where appropriate, using the 000 service.

Note: Further detailed information about the University's response to emergencies, including first aid information, can be found at the [Safety Health and Wellbeing](#) website

5 Initial response to reports

- (1) The Campus Security Unit will co-ordinate the initial response to a reported incident.
- (2) As soon as practicable after initial notification, the Campus Security Unit will inform the Director of Student Support Services of any report of a serious incident involving an overseas student.

6 Follow up and ongoing management

- (1) The Director of Student Support Services will liaise with the Campus Security Unit to investigate the reported incident and:
 - (a) establish a clear understanding of the known facts;
 - (b) identify the overseas students involved: and
 - (c) if appropriate, inform any or all of:
 - (i) the Manager, Security Services;
 - (ii) the Director, International Office;
 - (iii) the Deans of relevant faculties or the Heads of School and Deans of the relevant University schools;
 - (iv) the Deputy Vice-Chancellor (Education);
 - (v) the Vice-Chancellor.
- (2) The Director of Student Support Services may appoint an appropriate member of staff of the Office of Student Support Services to act as case manager.
- (3) A case manager who is not the Director of Student Support Services must keep the Director of Student Support Services informed of planned response strategies and ongoing developments in the management of the incident.
- (4) The case manager is responsible for the ongoing management of the situation, including, as necessary:
 - (a) ongoing liaison with the Campus Security Unit'
 - (b) ensuring that appropriate contact is made with the next of kin or other family;
 - (c) assisting with arrangements for family to visit of for the affected student to return home;



- (d) assisting with access to emergency University funds;
 - (e) liaison with external and emergency providers, including doctors and hospitals;
 - (f) ensuring that appropriate contact is made with government agencies, including the Department of Foreign Affairs and Trade, the Department of Home Affairs and AusAID;
 - (g) liaison with relevant embassies and consulates;
 - (h) arranging to inform relevant staff and students, including providing guidance on what information should be provided;
 - (i) arranging counsellor contact with affected individuals;
 - (j) other relevant support services, on or off campus; and
 - (k) liaison with chaplains and religious personnel.
- (5) The case manager must make appropriate records of the incident and its management, in accordance with the University's Recordkeeping Policy.

Note: See [University Recordkeeping Policy](#) and [Recordkeeping Manual](#)

NOTES

Serious Incidents Involving Overseas Students Procedures 2011

Date adopted: 21 May 2012

Date registered:

Date commenced: 21 May 2012

Date amended: 20 April 2018 (administrative amendments only)

Administrator: Director, Student Support Services

Review date: 21 May 2017

Related documents:

Education Services for International Students Act 2000 (Cth)

National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007

Glossary of Terms and Abbreviations

Privacy Policy

Recordkeeping Policy

Recordkeeping Manual



AMENDMENT HISTORY

Provision	Amendment	Commencing
4 note	Amending reference to Safety Health and Wellbeing website	13 June 2017
6(1)(c)(ii)	Amendments relating to organisational design changes	13 June 2017
6(4)(f)	Updating references to Dept. of Immigration and Border Control	13 June 2017
6(5) note	Updating reference and hyperlink to internal policy document	13 June 2017
6(4)(f)	Replace Department of Immigration and Border Protection with Department of Home Affairs	20 April 2018