

SAFETY AND SECURITY INCIDENT REPORTING PROCEDURE

SCOPE

This procedure applies to:

- all Monash University students, staff, associates;
- visitors and contractors to all University locations; and/or
- those who are engaged in a University activity

For the purpose of this procedure, references to 'the University' includes activity at Monash University Australia, Monash University Indonesia, Monash University Malaysia, Monash Suzhou, the Monash University Prato Centre and World Mosquito Program Ltd (and its subsidiaries), unless indicated otherwise.

PROCEDURE STATEMENT

The University will ensure that members of the Monash community are supported in reporting incidents by connecting individuals with the most appropriate service, informing them of their reporting options, and putting necessary safety measures in place.

This procedure explains the reporting process for different types of incidents that affect, or have the potential to affect, the safety, security or wellbeing of the University community.

1. Emergency incidents

1.1 An emergency incident is any event or occurrence involving a University location or University activity that poses, or may pose, a serious and imminent threat to life, health, property, safety or security, including:

- fire or smoke
- gas/chemical/radiation/biohazard spill or leak
- serious weather event (e.g. a severe storm or flood)
- bomb threat
- suspicious item or package
- acts of violence
- direct threats, including threats to self-harm or suicide
- armed offender
- civil disturbance
- serious injury (including first aid and/or use of an automated external defibrillator)
- serious criminal offence

1.2 In the event of an emergency, students, staff and visitors should immediately contact the relevant emergency service (Police/Fire/Ambulance) if their assistance is considered necessary.

1.3 An emergency incident must also be [reported](#) to Security Services as soon as practicable.

2. Security incidents

2.1 A security incident is any event or occurrence that does not qualify as an emergency incident (as defined at 1.1) but which affects, or has the potential to affect, the physical security or safety of a University location including:

- theft, loss or damage to personal and/or University property
- unauthorised access
- building alarm activation
- a vehicular or workplace accident
- a minor criminal offence

- suspicious behaviour or activity
- 2.2 A security incident must be [reported](#) to Security Services as soon as is practicable, having regard to the relative seriousness of the circumstances.
- 2.3 Reporting security incidents helps Security Services to ensure an appropriate and coordinated response to the incident, and to manage safety risks.

3. Serious behavioural incidents

- 3.1 A serious behavioural incident is any behaviour, or suspected behaviour, by a student, staff member, visitor or other person at a University location or on a University activity (including an online activity) which involves (directly or indirectly):
- threats to harm a person's self or another;
 - assault or any act of violence;
 - sexual assault, sexual harassment, or any other conduct of a sexual nature without consent;
 - stalking;
 - victimisation or vilification;
 - bullying or harassment; and/or
 - hazing.
- 3.2 A serious behavioural incident may include:
- behaviour by a student that contravenes the [Student General Conduct Policy](#) or which falls within the [Sexual Misconduct Response Procedure](#);
 - behaviour by a staff member that contravenes the [Behaviours in the Workplace Procedure](#);
 - behaviour by a student or staff member occurring online and/or through the use of media or social media as defined in the [Media and Social Media Policy](#); and/or
 - an incident that is initially reported as an emergency incident or a physical security incident.
- 3.3 A serious behavioural incident (that is not also an emergency incident, or a security incident) should be [reported](#) to the Safer Community Unit.
- 3.4 Where an emergency incident or security incident is reported to Security Services but requires further action as a serious behavioural incident, Security Services will notify the Safer Community Unit of the incident.
- 3.5 Reporting serious behavioural incidents helps the Safer Community Unit to manage safety risks and investigate where necessary.
- 3.6 Where a serious behavioural incident involves an identifiable complainant, the University respects and supports the complainant's reporting choice, including a decision to report (or not report) to the University.

4. Contacting police

- 4.1 For an emergency incident that may require police attendance to a University location, students, staff and visitors should immediately contact police if their assistance is considered necessary. The emergency incident should also be [reported](#) to Security Services as soon as practicable.
- 4.2 For a security incident (that is not an emergency incident) that may require police attendance to a University location, it is recommended that Security Services are contacted in the first instance. Security Services will coordinate contact with police and/or their attendance. This helps to ensure that contact is made with the most appropriate area within the police, that the logistics of police attendance is appropriately managed, that the University location is made safe, that any evidence is secured, and that advice and support is provided to any affected person.
- 4.3 For a serious behavioural incident (that is not an emergency incident) that may require police attendance to a University location, it is recommended that Security Services and/or the Safer Community Unit be contacted to coordinate contact with police and/or their attendance. Where the serious behavioural incident involves a complainant whose identity is known, police should only be contacted at the complainant's request (unless an exception in section 4.8 of the [Sexual Misconduct Response Procedure](#) applies). The University respects and supports a complainant's reporting choice, including a decision to report (or not report) to police. A complainant also has a right to contact police directly.

5. Application of Occupational Health and Safety procedures

- 5.1 The University's Occupational Health and Safety Procedures set out additional reporting processes for certain types of incidents, including:

- 5.1.1 The [Emergency Management Procedure](#) for any emergency incident that involves fire, bomb threat, explosion, spills or contamination of hazardous substances, or toxic or flammable gas leaks or emissions.
- 5.1.2 The [Managing OHS Hazards and Incidents Procedure](#) for any incident that potentially constitutes an OHS hazard or incident.

DEFINITIONS

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| Complainant | A complainant is a person who has directly experienced a serious behavioural incident. The term 'complainant' is used for simplicity; the University acknowledges that people who have experienced a serious behavioural incident may refer to themselves as a complainant, discloser, victim or survivor. |
| Emergency incident | Any event or occurrence involving a University location or a University activity that poses (or may pose) a serious and imminent threat to life, health, property, safety or security, including: <ul style="list-style-type: none"> ● fire or smoke ● gas/chemical/radiation/biohazard spill or leak ● serious weather event (e.g. a severe storm or flood) ● bomb threat ● suspicious item or package ● acts of violence ● direct threats, including threats to self-harm or suicide ● armed offender ● civil disturbance ● serious injury (including first aid and/or use of an automated external defibrillator) ● serious criminal offence |
| Online activity | A University activity that involves or utilises digital communication channels, digital platforms or social media, and includes online learning, virtual communications, and cultural, sporting and social activities and events that take place virtually. |
| Safer Community Unit | For a University location in Australia - the Safer Community Unit within Community Safety and Security. For other locations, comparable support is provided: For Monash University Malaysia - Student Advisory and Support (student matters) or the Access MUM HR helpdesk (staff matters). For any other location - contact the Safer Community Unit in Australia for advice. |
| Security Services | For a University location or University activity within Australia - means the Security Services business unit within Community Safety and Security. For a University location or University activity outside Australia - means the physical security arrangements at the relevant location overseen by Global Security and Crisis Response. |
| Security incident | Any event or occurrence that is not an Emergency incident (as defined above) but which affects (or may affect) the physical security or safety of a University location including: <ul style="list-style-type: none"> ● theft, loss or damage to personal and/or University property ● unauthorised access ● building alarm activation ● a vehicular or workplace accident ● a minor criminal offence ● suspicious behaviour or activity |

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| <p>Serious behavioural incident</p> | <p>A serious behavioural incident means any behaviour (or suspected behaviour) by a student, staff member, visitor or other person at a University location or during a University activity (including an online activity) that is contrary to accepted standards of behaviour and which involves (directly or indirectly):</p> <ul style="list-style-type: none"> ● threats to harm a person's self or another ● assault or any act of violence ● sexual assault, sexual harassment, or any other conduct of a sexual nature without consent ● stalking ● victimisation or vilification ● bullying or harassment ● hazing <p>A serious behavioural incident may include:</p> <ul style="list-style-type: none"> ● behaviour by a student that contravenes the Student General Conduct Policy or which falls within the Sexual Misconduct Response Procedure; ● behaviour by a staff member that contravenes the Behaviours in the Workplace Procedure; ● behaviour by a student or staff member occurring through the use of media or social media as defined in the Media and Social Media Policy; and/or ● an incident that is initially reported as an emergency incident or a physical security incident. |
| <p>University activity</p> | <p>As defined in the Dictionary to the Monash University (Council) Regulations, means an activity carried out on a University location or other place in or outside Australia that is arranged, or conducted, by or on behalf of the University, whether alone or in connection with any other entity, including activities organised by University-affiliated student organisations. Examples include, but are not limited to, includes lectures, tutorials, examinations, practical exercises, clinical and other placements, ceremonies, meetings of a University body, sporting or musical events, games, competitions, field trips or excursions and study tours, and extends to activities conducted online.</p> |
| <p>University location</p> | <p>As defined under 'university precinct' in the Dictionary to the Monash University (Council) Regulations, means the whole or part of any land, building or facility owned or occupied by the University or used by it, or by one or more students for the purpose of conducting a University activity</p> |

GOVERNANCE

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| <p>Parent policy</p> | <p>Community Safety and Security Policy</p> |
| <p>Supporting procedures</p> | <p>Access Control Procedure Surveillance Devices Procedure</p> |
| <p>Supporting schedules</p> | <p>N/A</p> |
| <p>Associated procedures</p> | <p>Emergency Management Procedure Managing OHS Hazards and Incidents Procedure Sexual Misconduct Response Procedure Data Protection and Privacy Procedure</p> |
| <p>Related legislation</p> | <p>Surveillance Devices Act 1999 NO. 21 (Vic) Privacy and Data Protection Act 2014 (Vic) Occupational Health and Safety Act 2004 (Vic) Personal Data Protection Act 2010 (Malaysia)</p> |
| <p>Category</p> | <p>Operational</p> |
| <p>Approval</p> | <p>Chief Operating Officer 17 November 2021</p> |
| <p>Endorsement</p> | <p>Executive Director, Campus Community Division 9 November 2021</p> |
| <p>Procedure owner</p> | <p>Director, Community Safety and Security</p> |
| <p>Date effective</p> | <p>1 January 2022</p> |



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