

Critical Incident Management Procedures

1. Governing policy

The *Critical Incident Management Procedures* (“procedures”) operationalise the *Critical Incident Policy* outlining a clear, transparent, and accountable process for managing critical incidents to ensure the safety, wellbeing, and support of all staff, students, and visitors. They describe how to manage a critical incident at the Institution.

2. Scope

These procedures apply to all individuals involved in or affected by a critical incident, including those with designated responsibilities for preventing, preparing, responding to and following up on critical incidents.

3. Procedures

These procedures set out the five key processes involved in managing critical incidents at the Institution as detailed in **Table 1** below:

a. Reporting a critical incident

The steps for students or staff to follow in the event they are involved in or witness a critical incident.

b. Initial assessment

The initial steps taken to assess the situation.

c. Determine an Incident Response Team

The formation of an Incident Response Team based on the nature, scale and the level of response required.

d. Action

The responsibilities of the Incident Response Team and the steps to ensure an

effective, compassionate and timely response to a critical incident.

e. Follow up, evaluation and reporting

The steps to be taken after resolving a critical incident to ensure future responses are informed by current experiences.

Table 1.

Process	Responsibilities	Timeframe
1. Reporting a critical incident		
<p>1.1 Report the critical incident immediately to the:</p> <ul style="list-style-type: none"> • Northern Beaches campus – call the Manager on Duty on 0429 994 590 or • City campus – call the Manager on Duty on 02 9160 8842 (city campus) or a member of staff. • Students or staff on domestic or overseas institutional activities should call the Manager on Duty at the Northern Beaches campus (+61 429 994 590 for overseas calls) <p>1.2 For emergency situations immediately dial Emergency Services on 000.</p> <p>1.3 Staff notified of a critical incident must immediately notify the Manager on Duty, Chief Operations Officer (COO), the Associate Vice President (AVP) (Campus and Operations) and/or President.</p> <p>1.4 Critical incidents relating to sexual assault must be reported immediately to Student Success Centre Manager and Chief Operations Officer (COO). 1.5 Critical incidents relating to mental health must be reported immediately to the President. This includes situations where a student is at risk of harm to themselves or others, or where urgent intervention may be required</p> <p>Data provided to the President is deidentified to ensure privacy of individuals unless:</p> <ul style="list-style-type: none"> • the individual has given consent to disclose their personal information; • the safety of others is deemed to be at risk; or • there is risk of severe damages to the Institution's operations, environment or reputation. 	Any staff, student or visitor	Immediate
2. Initial assessment and classification		

<p>2.1 The Chief Operations Officer (COO) or the AVP (Campus and Operations) assesses the nature, scale and level of response required and classifies the incident by severity and type</p> <p>2.2 The COO and/or AVP (Campus and Operations) notifies the President and Managing Director (President).</p> <p>2.3 For emergency situations, the Manager on Duty, COO and/or AVP (Campus and Operations) immediately refers the matter to emergency services.</p> <p>2.4 The President notifies the Chairman of the Institution.</p> <p>2.5 The COO ensures that all actions are documented. Personal information is handled in accordance with the Privacy Policy.</p>	COO, AVP (Campus and Operations)	Within one hour
3. Forming an Incident Response Team		
<p>3.1 The President forms an Incident Response Team based on the nature and scale of the incident and the type of response required. At the President's discretion, an Incident Response Team may comprise only one person for privacy and confidentiality purposes.</p> <p>3.2 The chair of the Incident Response Team is chosen by the President.</p> <p>3.3 The chair ensures that all actions are documented. Personal information is handled in accordance with the Privacy Policy.</p>	President	Within two hours
4. Action		

<p>4.1 For all critical incidents the Incident Response Team:</p> <ol style="list-style-type: none"> 1. assumes immediate control of the situation; 2. reviews details of the incident to develop a clear understanding of what has happened. The incident may be referred for management under an alternative policy (e.g. sexual harm, general misconduct); 3. Identify tasks and assign responsibility and timeframes including but not limited to: <ul style="list-style-type: none"> • liaison with emergency services (e.g. police, ambulance, fire, hospitals); • liaison with family/next of kin; • liaison with third parties and external agencies (e.g. professional health services, support services, embassies, consulates, accommodation providers, Department of Home Affairs, media); <ul style="list-style-type: none"> • campus safety and security management ; • identification of students and staff members directly involved; • development and implementation of communication strategies including determining if media liaison is required; <ul style="list-style-type: none"> • risk identification and assessment; • referral to counselling or other support services; • coordination of academic-related actions with faculty staff (e.g. reasonable adjustments, deferred examinations, late submission of assessments, etc.); <ul style="list-style-type: none"> • management of Overseas Student Health Cover issues; • compliance management for international students; • protection and support for under 18 students including: ensuring appropriate accommodation and welfare arrangements are maintained if disruptions occur, contacting the student's parents and/or legal guardian and managing escalation of critical incidents at homestay providers; • In the event of a student fatality, ensure that appropriate contact with the deceased student's next of kin, act as official delegate for the Institution, provide travel assistance as required, prepare condolence correspondence and arrange student counselling for peers; <ul style="list-style-type: none"> • undertake mandatory reporting as required; • ensure confidentiality and privacy of information about the incident and affected individuals, disclosing details only to those with a legitimate need in accordance with privacy legislation; • maintain accurate and comprehensive records; 4. the chair provides regular updates to the President and other identified stakeholders; 5. ensure the VP (Marketing) is fully briefed to handle all media and external stakeholder communication; 6. the chair of the Incident Response Team ensures that all actions are documented. Personal information is handed in accordance with the Privacy Policy. 	<p>Incident Response Team</p>	<p>As required</p>
<p>5. Follow up, evaluation and reporting</p>		

<p>5.1 The Incident Response Team assesses the need for ongoing support and counselling.</p> <p>5.2 The Incident Response Team schedules structured debriefs for all students and staff involved with the incident.</p> <p>5.2 The chair of the Incident Response Team (or delegate, prepares a comprehensive, de-identified incident report that includes:</p> <ul style="list-style-type: none"> • a comprehensive summary of the critical incident; • lessons learnt; • identification of policy and procedures improvements; • identification of training and debriefings if needed; and • arrangements for periodic testing of the Institution's preparedness for critical incidents. <p>5.3 EMG reviews the report and the response to the incident.</p> <p>5.4 The President submits the report to the Board of Directors at its next available meeting.</p> <p>5.5 The COO logs all actions and outcomes in the Critical Incident Register and oversees ongoing training for staff on the critical incident procedures.</p>	<p>Incident Response Team EMG COO</p>	<p>Within one month</p>
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4. Roles and responsibilities

Refer to the Critical Incident Policy.

5. Compliance and monitoring

These procedures are written in accordance with the *Higher Education Standards Framework 2021*, *National Code 2018* and *ESOS Act*.

6. Reporting

As detailed in **Table 1** above, the Incident Response Team provides ongoing debriefs to key personnel and the chair provides a comprehensive, deidentified report for consideration by the EMG once the critical incident is resolved. Outcomes are reported to the Board of Directors at its next available meeting, including any proposed improvements, updates to any policies, procedures or operational plans (e.g. the Risk Register) and plans for ongoing training and drills.

7. Records management

As detailed in **Table 1** above, the chair of the Incident Response Team, or nominated delegate, ensures that accurate records are maintained and retained for at least two years after an incident has occurred. If the incident involves a student, the records and any remedial action are kept for at least two years after

the student ceases to be an accepted student. The COO maintains a Critical Incident Register.

8. Related documents

Business Continuity Policy

Business Continuity Procedures

Critical Incident Policy

Health and Safety Policy

Incident Reporting Procedures

Infectious Diseases Policy

Infectious Diseases

Sexual Harm Policy

Sexual Harm Procedures

Student Wellness Policy

Student Wellness Procedures

Approved by the Executive Management Group on 15 August 2025