

Critical Incident Management Policy & Procedure

1. Purpose

This document specifies the Australian College of Business Intelligence's (ACBI/the College) critical incident policy and sets out guidance to staff in the management of a critical incident affecting staff, students and/or visitors.

2. Policy

ACBI is committed to maintaining a safe and supportive environment for staff and students. This policy underpins its approach to respond to critical incidents that may occur and impact on the people both studying and working at the College.

ACBI's approach to Critical Incident Management incorporates the following:

- Providing guidelines on the response to critical incidents.
- Providing guidelines on monitoring of critical incidents.
- Providing guidance on accessing external emergency services and care for staff and students.
- Providing training to staff with designated responsibilities.

Definitions

Critical incident: a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury and could affect a student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm.

Risk: the possibility that harm (death, injury or illness) might occur when exposed to a hazard.

Stakeholder: any person appointed or engaged by ACBI to perform duties or functions for the institution other than students and staff, including contractors, consultants, and agency staff.

Warden: a trained person responsible for evacuating given areas of a building and reporting

3. Responsibilities

The CEO is ultimately responsible for the health and safety of the students, staff, contractors and visitors at ACBI, supported by the Management Team.

The CEO nominates at least two staff members for the coordination of the critical incident management processes who are responsible for identifying and reporting incidents to the CEO. These designated officers must also attend the quarterly Work Health and Safety Committee meetings.

The designated officers and members of the WHS Committee include the Facilities Coordinator, Student Support, and the Compliance Manager.

All ACBI staff must make themselves available for any required assistance or activity relating to critical incident management.

4. Requirements.

The National Code 2018 states that:

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RTO code: 40835 CRICOS code: 03426E ABN: 19 158 104 566
Address: Suite 510, 451 Pitt St Haymarket, Sydney NSW 2000, Australia
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6.8 The registered provider must have and implement a documented policy and process for managing critical incidents that could affect the overseas student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm. The registered provider must maintain a written record of any critical incident and remedial action taken by the registered provider for at least two years after the overseas student ceases to be an accepted student.

The registered provider must:

6.9.2 provide information to overseas students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents

This policy and procedure is additionally subject to the **Standards for RTOs 2025**:

Standard 2.6 – Wellbeing

Outcome Standard

(1) The wellbeing needs of the VET student cohort are identified and strategies are put in place to support these needs.

(2) An NVR registered training organisation demonstrates:

(a) it identifies, by reference to the training product content, the wellbeing needs of the VET student cohort and appropriate wellbeing support services; and

(b) it advises the VET student cohort of the availability of wellbeing support services, and any organisation students can contact, or additional action students can take to support their wellbeing.

5. Scope

This Policy and Procedure applies to ACBI students and staff, including stakeholders. This Procedure covers incidents which could significantly impact student and staff wellbeing.

Non-critical incidents and other general risk management processes for health, safety and wellbeing are handled under the Health and Safety Policy which can be accessed from the ACBI website.

6. Procedure

Prevention

The designated officers are responsible for coordinating activities to either:

- avoid or eliminate occurrences of critical incidents; or
- reduce the severity or impact of an incident.

The designated officers are responsible for coordinating the implementation of an organisation-wide risk-based approach to critical incidents.

In consultation with the CEO, ACBI staff and other relevant parties, the designated officers identify key areas where critical incidents could arise and ensures that effective prevention measures are in place.

The officers will ensure that assessments of ACBI's exposure to identified critical incidents are regularly conducted in accordance with ACBI's WHS Management System.

The following list includes key types of critical incidents:

- missing students

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- sexual harassment
- severe verbal or psychological aggression
- death, serious injury or any threat of these
- natural disaster
- fire, bomb threat or active shooter on AIBI HE premises
- issues such as domestic violence, physical, sexual or other abuse
- other non-life-threatening events.

The designated officers are responsible for developing and maintaining an understanding of the types of critical incidents ACBI is exposed to, based on the needs and characteristics of its student cohorts.

Awareness

Some critical incidents may be avoided or prevented by raising students and staff awareness of certain risks or situations which could result in a critical incident and promoting the adoption of safe behaviours. The severity or negative impact of some incidents can be minimised or reduced by students and staff seeking assistance for early intervention.

The designated officers arrange for regular communications to raise awareness of critical incidents (at orientation, induction, through emails or on the Student Portal). Students should know that they need to seek assistance from Student Support, relevant ACBI staff, or call emergency services as early as possible to prevent escalation or worsening of a situation.

Appendix 2 of this procedure provides a medical emergency plan poster to be displayed in prominent places on campus.

The designated officers must publish relevant instructions and guidance on emergencies as provided by building management, e.g. emergency warning system and assembly area.

Equipment

The Facilities Coordinator is responsible for ensuring that equipment is available and operational (e.g. fire extinguishers, fire blankets or communication equipment).

Communication

Students and staff are made aware of how they should respond to a critical incident, of relevant contacts, and of safe behaviours during orientation or induction. Students and staff should be familiar with the types of alarms and signals, evacuation routes, location of emergency exits, assembly area, and where to find wardens and first aiders.

Training

The designated officer makes arrangements to ensure that staff who have responsibilities under this Procedure are appropriately trained, in particular that relevant staff take part in relevant training sessions organised by building management.

The table below summarises the training needs for key functions supporting an effective response to critical incidents:

Function	Staff
Conflict resolution and de-escalation	Student Support

Providing support to minimise trauma	Student Support
Responding to first disclosures of sexual assault and harassment	Student Support
Facilitating referrals to appropriate services	Student Support
Evacuation procedures	Facilities Coordinator/Fire Wardens
Operation of fire alarm and emergency warning system	Facilities Coordinator/Fire Wardens
Fire fighting	Fire Wardens
Requesting emergency services	All Staff
Administering first aid	First aiders
Handling suspicious mail or packages	Facilities Coordinator
Assisting people with physical disabilities in cases of emergencies	Fire Wardens

The Facilities Coordinator ensures that instructions and guidance provided in training staff align with building management procedures.

Exercises

The CEO is responsible for ascertaining the effectiveness of critical incident management processes and may request the designated officers to organise exercises to determine preparedness.

Critical incident practices and exercises may be undertaken as part of a broader building management annual fire exercises.

Immediate Response

A person observing a critical incident should ensure that it is safe for them to remain near where the incident occurred.

The person should raise the alarm in the case of a fire.

The person should call 000 if there is an immediate risk to life.

Where safe to do so, the person observing the hazard or incident should act to prevent an incident or further harm (e.g. administering first aid).

The person should notify ACBI staff of the incident.

Management Response

The designated officer is responsible for assessing the incident and implement a timely response to the incident. Depending on the severity of the incident and the impact on operations, the CEO may be required to decide on the most appropriate course of action. Where several aspects of ACBI's operations are impacted, the Management Team would convene to provide a more coordinated response to the incident.

The following table outlines standard actions taken by ACBI by type of incident.

Type of incident	Response
Missing person	Contact next of kin, family Report to police
Sexual harassment	Provide support to victim and refer to counselling services
Severe verbal or psychological aggression	Provide support to victim and refer to counselling services
Natural disaster	Advise staff and students to proceed home Provide advice and regular communications
Injury	Administer first aid Provide support to victim Call emergency services
Personal threat	Provide support to victim Report to police
Fire	Evacuate and call emergency services
Bomb threat	Evacuate and call emergency services
Active shooter	Lockdown or evacuate and call emergency services
Suicidal or distressed person	Provide support to person Seek outside help (including emergency services if appropriate) Assist the person to seek help Refer to counselling services
Sexual assault	Provide support to victim Seek medical support Report to police Refer to counselling services

Evacuation

Wardens are responsible for implementing evacuation procedures, giving instructions to students and staff, and liaising with emergency services. Wardens should ascertain the existence and currency of any personal emergency evacuation plan (e.g. people with a disability or who easily experience acute anxiety in an emergency).

Training staff are responsible for the orderly and safe evacuation of students in their care at the time of an emergency.

Appendix 1 provides the emergency actions plans for students, staff, teaching staff, Chief Warden, wardens and first aiders.

Notification

Local emergency services

Service	Contact
Police	000
Fire	000
Ambulance	000

Other relevant agencies

Service	Contact
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Department of Home Affairs	131 881
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Medical and support services

Service	Contact
Medical services	
Health Direct 24 hour helpline	1800 022 222
Counselling and psychological support	
Lifeline	131 114
Beyond Blue	1300 224 636
Suicide callback service	1300 659 467
Sexual assault and domestic violence	
1800 Respect	1800 737 732
Sexual Assault Counselling Australia	1800 211 028

Students may seek assistance from Student Support for more information on available services.

Staff may contact ACBI's Employee Assistance Program for confidential counselling or psychological support.

The designated officer ensures that relevant parties are contacted and kept informed following a critical incident involving a student as per the following list:

- Registered emergency contact or next of kin
- Police
- Accommodation provider
- Student's insurer
- Hospital

Notification of an emergency by building management

Where ACBI staff are notified of an emergency by building management, ACBI will activate a relevant response in accordance with building management's instructions.

Debriefings and Critical Incident Report

Following a critical incident, the Critical Incident Report form must be completed by the designated officer with details of the incident recorded in the Critical Incident Register.

The designated officer will communicate with the impacted persons after a critical incident to restore confidence, advise of any disruption to normal operations, interim arrangements, and note any required action by students or staff. Debriefings should give students and staff the opportunity to ask questions and express concerns or emotions following the incident.

Compelling or compassionate circumstances

Students are encouraged to discuss with relevant ACBI staff members potential remedial actions following a critical incident which had, or is likely to have, a negative impact on the student’s academic progression, e.g. reasonable adjustments.

Critical incidents may constitute compelling or compassionate circumstances under which a student would have grounds to request reasonable adjustments or review of a decision by ACBI, e.g. with regard to assessments, attendance or enrolment (refer to the *Student Progression, Support, and Completion Policy & Procedure* for more information).

Impact assessment and lessons learnt

Following the critical incident being recorded on the Critical Incident Register, any new incidents will be reported and discussed during the next WHS Committee meeting.

The designated officer prepares a report to analyse the incident which includes the Critical Incident Report form and any accompanying evidence from the incident.

The Committee discusses the incident to determine whether any additional remedial action is required including changes to policies or procedures with any changes implemented recorded on the Continuous Improvement Register.

Record and Privacy

ACBI maintains a record of any critical incident and remedial action taken for at least two years after a student impacted by the incident ceases to be an accepted student.

Personal information disclosed in relation to critical incidents are stored in a confidential file. Staff members are made aware of the privacy requirements of handling personal information during induction.

Appeals

Appeals concerning any decision taken in relation to this policy and procedure should be made under the relevant *Complaints and Appeals Policy*, which can be accessed from the ACBI website.

7. Policy Implementation

This policy will be made available to all staff members and stakeholders through the internal communication channels, the website and in the Student Handbook.

8. Review and Continuous Improvement

This Policy and Procedure will undergo a biennial review, or sooner if required, to ensure it remains relevant and effective in guiding the operations and strategies or as needed to reflect any changes in the regulatory environment or operational practices.

Feedback will be collated and analysed and discussed at the quarterly WHS Committee meetings, for noting or action with any necessary changes documented in the Critical Incident Register and in the Continuous Improvement Register.

Document Control

Version number:	V2.0	Approved by:	Fabio Mejia
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Standards: National Code 2018 (Standard 6), Standards for RTOs 2025 (Standard 2.6)			
Legislation: Work Health and Safety Regulation 2025, Work Health and Safety Act 2011			

Version History:

Version	Date	Author	Reason	Sections
1.0	13/07/2019	Stephen Andrews and Laura Mao	Original version approved by CEO	All
2.0	20/01/2026	Sam Hatrley	Review and updates to ensure alignment with revised Standards for RTOs 2025	All

Appendix 1 – Emergency Action Guides

Students and staff

- When hearing the evacuation alarm (fire alarm), immediately leave the building
- Do not take personal belongings with you unless directed to do so
- Always follow the instructions of the wardens
- Do not use lifts
- Go to the designated assembly area
- Report anyone missing to the wardens
- Do not leave the area or re-enter the building until authorised by the wardens

Training staff

- Advise students to remain calm
- Ensure timely and orderly evacuation of the students
- Check for any missing student and report to the wardens

Chief warden (or deputy)

- Wear chief warden vest/hard hat
- Assess the nature of the emergency
- Advise wardens of the emergency
- Co-opt staff as required to assist wardens
- Initiate evacuation
- Notify emergency services
- Notify building management of the incident, if required
- Monitor evacuation process
- Brief emergency services, as required

Warden

- Wear warden vest/hard hat
- Seek the Chief Warden's advice
- Operate the communication systems in place
- Ensure fire doors are closed
- Conduct evacuation in their area
- Account for staff and students
- Search for remaining persons on the premises
- Implement personal emergency plan, if applicable
- Direct people to the assembly area
- Report to Chief Warden
- Act as deputy Chief Warden, if required

First aider

- Collect first aid kit
- Attend to injuries as required

Appendix 2 – Medical Emergency Plan Sydney Campus



Medical Emergency Plan

1 If a medical **emergency** occurs at your workplace, every second counts!

Call Triple Zero (000) immediately and ask for AMBULANCE



- 2**
- You will be asked a series of questions by the NSW Ambulance Call Taker which will assist us to provide the most appropriate response to your **emergency**.
 - Once you have answered these don't hang up, stay on the phone as the NSW Ambulance Call Taker can provide you with further first aid instructions or assistance if required.
 - Keep the contact phone number you gave the NSW Ambulance Call Taker free in case they have to call back.

Write your organisation's address and contact details below before it is needed in an **emergency**.

3

Suburb:

Street name and number:
For large buildings, identify a prominent meeting point.

Nearest cross street:
If in a rural area, note identifiable landmarks.

Emergency vehicle access point:
For rural addresses, GPS location (gates, house, landing strip etc).

Phone number you are calling from:

First Aid Officer
Contact your workplace first aid officer on telephone number:

Emergency vehicle meeting point
Ask a co-worker to meet the paramedics at the following meeting point:

Access

- For rural addresses or locations hard to find, have someone wait outside the building/location to wave the ambulance down.
- Leave the front light on at night or use marker ribbons, vehicle hazard or other lights to indicate entry gate or incident site.
- Clear hallways of obstructions to allow paramedics easy access.
- Reserve goods and services lift if required for stretcher access.
- Advise your receptionist that an ambulance has been called.

Reception telephone number:

If there is a dangerous incident, serious injury or illness, or a death, you must report it to SafeWork NSW immediately and notify your insurer within 48 hours. Call **131 050**.



Appendix 3 – Manning Building Evacuation Diagram Sydney Campus

