



Critical Incident Management Policy

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Category	Governance
Document Owner	PEO
Approved by	Board of Directors

1. Purpose

The purpose of this policy is to provide a clear framework for the effective management of critical incidents involving students, staff, contractors, and visitors. The aim is to minimise risk, ensure the safety and wellbeing of all stakeholders, and safeguard the continuity of OneGlobe Institute of Higher Education (OneGlobe)'s operations.

This policy must be read in conjunction with the **Risk Management Policy** and the **Business Continuity Plan**.

2. Scope

This policy applies to all students and staff of OneGlobe (on and off campus), contractors, and visitors. OneGlobe recognises that some individuals may require additional support in the event of a critical incident and will endeavour to provide appropriate assistance.

3. Definitions

Critical Incident:

A traumatic event, or the threat of such, that causes extreme stress, fear, or injury, or poses a significant risk to health, safety, wellbeing, security, reputation, or business continuity of OneGlobe. Critical incidents may be real, perceived, or alleged.

Duty of Care:

The moral and legal responsibility of OneGlobe to ensure the health, safety, and wellbeing of its students, staff, and stakeholders.

4. Principles

4.1 Critical Incidents Include (but are not limited to):

- Natural disasters (e.g., earthquake, flood, bushfire)
- Serious health emergencies (including pandemics, outbreaks)
- Sexual assault, abuse, or violence
- Armed robbery, hostage, or siege situations
- Terrorist acts or bomb threats



- Large-scale fires or explosions
- Discharge of firearms
- Sudden death, attempted suicide, or serious injury of a student or staff member
- High-profile criminal activity affecting the community
- Internal fraudulent behaviour with material consequences
- Non-critical incidents with potential for escalation into a crisis

4.2 Exclusions (incidents managed by routine procedures):

- Personal or interpersonal disputes
- Bullying or harassment
- Minor theft or property loss
- Minor flooding or small fires
- General personal wellbeing issues

4.3 Governance & Oversight

- The Finance, Audit, and Risk Committee (FARC) reports to the Board of Directors on all critical risks.
- FARC is responsible for monitoring, anticipating, and managing risks that could escalate into critical incidents.
- Critical incident management is subject to ongoing monitoring, transparent communication, and continuous improvement.

5. Procedures

5.1 Responsibilities

Board of Directors

- Holds ultimate responsibility for critical incident management.
- Ensures compliance with the Work Health and Safety Act 2011 (NSW) and other relevant legislation.
- Reviews effectiveness of policies and directs reviews of the Business Continuity Plan after a major incident.

Finance, Audit, and Risk Committee (FARC):

- Oversees the application of proper processes and governance in incident response.
- Ensures safety and security of affected individuals.
- Reports regularly to the Board, including a detailed post-incident report.
- Monitors long-term consequences and recovery.



Principal Executive Officer (PEO):

- Leads operational response to major incidents.
- Acts as authorised spokesperson for media and public enquiries.

Registrar & Student Support Services:

- Coordinates incident management procedures.
- Maintains the Register of Critical Incidents.
- Ensures ongoing support for affected students and staff.

Dean:

- Approves student leave of absence arising from a critical incident.
- Ensures communication with relevant academic and student service units.

All Staff and Students:

- Must act immediately to report and escalate any critical incident or threat thereof.

5.2 Incident Management Process

5.2.1 Critical Phase (Immediate Response)

- Ensure safety and medical attention for all involved.
- Secure the area and implement evacuation procedures if necessary.
- Notify emergency services (police, ambulance, fire) as appropriate.
- Escalate to Registrar, PEO, or designated senior manager.
- Arrange interpreter or cultural support if required.
- Support affected students and staff with immediate counselling or referral.
- Follow specific protocols in the event of a student death (see Appendix).

5.2.2 Ongoing Support & Follow-Up

- Student Support Services will maintain contact with the affected student and, where appropriate, their family, while ensuring compliance with the Privacy Policy.
- Confirm ongoing medical and counselling arrangements.
- Provide daily check-ins during the acute phase.
- Document actions in the Critical Incident Register.

5.2.3 Investigation & Review

- Campus Manager or designated officer collects facts, witness statements, and relevant evidence.
- Review contributing factors (environmental, procedural, or systemic).



- Identify lessons learned and recommend changes to policy or training.
- Findings communicated to FARC and the Board.

6. Reporting

- FARC will prepare a detailed Critical Incident Report including:
 - Parties involved
 - Immediate response actions taken
 - Effectiveness of policies and procedures
 - Recommendations for improvement
- Incident reports are recorded in:
 - Student's individual file (if applicable)
 - Critical Incident Register
 - Notification to parents/guardians and external authorities (with written consent, where required).

7. Review

This policy will be reviewed **every three years**, or earlier if required by legislative or regulatory changes, or following a major incident.

8. Records

All records generated under this policy will be maintained in accordance with the **Records Management Policy**.

9. Related Documents

- Risk Management Policy
- Business Continuity Plan
- Records Management Policy
- Privacy Policy

10. Related Legislation & Standards

- Higher Education Support Act 2003
- Tertiary Education Quality and Standards Agency (TEQSA) Act 2011
- Higher Education Standards Framework (Threshold Standards) 2021
- Australian Qualifications Framework (AQF)
- Education Services for Overseas Students (ESOS) Act 2000
- National Code of Practice for Providers of Education and Training to Overseas Students 2018



11. Version Control

Version	Summary of Changes	Approval Date	Review Date
1	Original Document	29-Apr-24	Jan-27



Appendices – Critical Incident Management Policy

Appendix A – Death of a Student

In the tragic event of the death of a student, the following procedures apply:

1. Immediate Actions

- o Contact emergency services (000) immediately.
- o Ensure safety of others and secure the area.
- o Notify the **Principal Executive Officer (PEO)** and **Registrar** without delay.

2. Notification & Communication

- o The PEO (or delegate) is the official spokesperson.
- o The Registrar will:
 - Confirm identity of the student.
 - Inform Student Support Services.
 - Record the incident in the **Critical Incident Register**.
- o The Registrar, in consultation with the PEO, will notify the student's next of kin, family, or nominated emergency contact. This will be handled with cultural sensitivity and, where necessary, through an interpreter.

3. Internal Communication

- o Inform relevant academic staff, Student Support, and the Dean.
- o Ensure communications are respectful and protect privacy in line with the **Privacy and Personal Information Protection Act 1998 (NSW)**.

4. Ongoing Support

- o Provide immediate counselling and wellbeing services to affected classmates and staff.
- o Assist international students' families with liaison regarding visas, repatriation, or travel support (as required under the **ESOS Act 2000** and **National Code 2018, Standard 6**).

5. Reporting & Review

- o Report the incident to TEQSA and, if applicable, to the Department of Home Affairs (for overseas students).
- o Conduct a full review of incident response, with findings provided to the Finance, Audit, and Risk Committee (FARC) and Board.



Appendix B – Serious Injury or Medical Emergency

1. Immediate Response

- o Contact emergency services (000) and administer first aid if safe to do so.
- o Ensure the safety of others.
- o Escalate to Registrar/PEO immediately.

2. Support for Student or Staff Member

- o Registrar to notify next of kin/emergency contact.
- o Arrange hospital transfer or specialist medical support as required.
- o Student Support Services to provide counselling and follow-up support.

3. Documentation

- o Record the incident in the **Critical Incident Register** and student/staff file.
- o Prepare a report for the FARC.



Appendix C – Media Handling Protocol

1. Authorised Spokesperson

- o Only the **PEO** (or delegated nominee) may speak with media.
- o No other staff or students are permitted to provide comment.

2. Key Principles

- o Protect privacy and confidentiality of students, staff, and families.
- o Ensure accuracy and consistency of information.
- o Emphasise OneGlobe's priority of safety, support, and compliance with legislation.

3. Process

- o Draft media statement in consultation with the Board if necessary.
- o Liaise with legal advisors if the matter has potential legal implications.
- o Monitor media coverage to correct misinformation.



Appendix D – Register of Critical Incidents

The **Critical Incident Register** must include:

- Date and time of incident
- Names of individuals involved
- Nature of incident
- Actions taken (immediate and follow-up)
- Notification of external authorities (police, TEQSA, Home Affairs, etc.)
- Outcome and review actions
- Date closed

The Registrar is responsible for maintaining the Register.

Appendix E – International Student Specific Obligations

In compliance with the **ESOS Act 2000** and the **National Code 2018 (Standard 6: Student Support Services)**:

- International students are provided with timely support, including emergency counselling and interpreter services.
 - Families of international students are notified promptly in the event of a critical incident.
 - Where required, OneGlobe assists with repatriation, insurance, and visa matters.
 - Critical incidents involving international students are reported to TEQSA and the Department of Home Affairs in line with provider obligations.
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