

Critical Incident Policy and Procedure and Procedure

Document

Document Name	Critical Incident Policy and Procedure and Procedure
Brief Description	This policy outlines framework and procedures to be followed in the event of a critical incident involving any member of the Sydney Institute of Business and Technology (SIBT) community.
Responsible Officer	Workplace Health and Safety Committee Chair
Delegated Approver	Senior Management Team
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Version Control

Date/Approval	Version No.	Summary of Changes	Reviewer Name and Department/Office
10/4/2025	12	Improved clarity on definitions and responsibilities, updated procedural elements, strengthened procedural management for students under 18 years, updated Reporting clause and Added Monitoring and Review clause. Updated details regarding the CIM. Change Policy title to include Procedure.	Senior Management Team

Related Documents

Name	Location
Business Continuity Plan	SIBT SharePoint
Child Protection Policy	SIBT Website
Delegated Authorities Policy	SIBT SharePoint
Discrimination, Harassment, Victimisation and Bullying Policy	SIBT Website
International Students Under 18 Policy	SIBT Website
Mental Health and Wellbeing Response and Management Policy	SIBT Website
Sexual Harassment Prevention and Response Policy	SIBT Website
Sexual Assault Prevention and Response Policy	SIBT Website
Student Code of Conduct	SIBT Website
Workplace Health and Safety Policy	SIBT Website
SIBT Critical Incident Management Register	SIBT Smartsheet
Data Breach Reporting and Management Procedure	Policy Hub
Group Risk Management Policy	Policy Hub
Group Risk Management Framework	Policy Hub
Privacy by Design Project Policy	Policy Hub
Privacy Management Overview	Policy Hub
Higher Education Support Act 2003	https://www.legislation.gov.au/
Higher Education Standards Framework (Threshold Standards) 2021	https://www.legislation.gov.au/
Education Services for Overseas Students Act 2000	https://www.legislation.gov.au/
National Code of Practice for Providers of Education and Training to Overseas Students 2018	https://www.legislation.gov.au/
Health and Safety Act 2011	https://www.legislation.gov.au/
Work Health and Safety Regulation 2017	https://legislation.nsw.gov.au/

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1. Purpose

- a) The purpose of this Policy is to assist staff and students to respond promptly, effectively, and appropriately to incidents that are likely to cause loss of life, injury, trauma, damage, or disruption to individuals and/or affect the SIBT community as a whole.

2. Definitions

Term	Meaning
Bystander	A person who is present and observes the incident but does not take part.
Critical Incident	A sudden, unexpected, and traumatic event or threat outside the normal range of experience of the community affected but having the potential to cause death, injury, severe emotional stress or distress, destruction, loss of property, shut down or disruption of business operations.
Critical Incident Team (CIT)	The SIBT Critical Incident Team is assembled to plan and lead a timely and effective response to a critical incident with members determined by the nature of each critical incident.
First Responder	A person who provides support first and is confided in by a person who has experienced or is currently experiencing adverse effects of an incident.

3. Application

- a) This Policy applies to all SIBT students, staff and their partners, and visitors and refers to incidents that may occur while engaging with SIBT, either on the campus or as part of an organised business or social off-campus event (including outside of Australia).

4. Policy Statement

- a) SIBT understands that:
 - i. Critical incidents can have a wide reaching and sometimes devastating effect on an individual, group of people or the business;
 - ii. Every critical incident is unique and needs to be dealt with appropriately and in accordance with the needs of the people affected.
- b) Examples of critical incidents include but are not limited to:
 - i. A data breach;
 - ii. Missing students;
 - iii. Severe verbal or psychological aggression;
 - iv. Death, serious injury or any threat of these;
 - v. Natural disasters;
 - vi. Issues such as domestic violence, physical abuse, sexual assault, sexual harassment, drug or alcohol abuse;
 - vii. Other non-life-threatening events including those that may involve police, emergency services and/or hospitalisation.

- viii. For under 18 students, the term “critical incident” can also include, but is not limited to:
 - Disruption in the under 18 years of age student’s welfare arrangement;
 - Inability to contact the under 18 years of age student.
- c) To ensure safety of its working and learning environment, SIBT is committed to:
 - i. Taking a pro-active approach to the welfare of the campus community; and
 - ii. Providing ongoing and systematic welfare support for general concerns, with specific initiatives in place around the prevention of sexual assault and harassment; and
 - iii. Regularly practising and reviewing emergency and evacuation procedures; and
 - iv. Recording all incidents and conducting post-incident evaluation; and
 - v. Organising appropriate and regular staff development and training.

5. Responsibilities

- a) The College Director and Principal will:
 - i. determine whether an incident is a critical incident as per the definition in this policy and put into operation provisions of this policy or refer to another policy as relevant e.g., [Sexual Harassment Prevention and Response Policy](#), [Sexual Assault Prevention and Response Policy](#), [Mental Health and Wellbeing Response and Management Policy](#), [Discrimination, Harassment, Victimisation and Bullying Policy](#).
 - ii. Assemble a CIT, if an incident is determined to be a critical incident
- b) The SIBT CIT is:
 - i. responsible for planning and ensuring the implementation of a timely and effective response to a critical incident.
 - ii. The team will vary depending on the nature of the critical incident and may include but is not limited to the following staff members:
 - College Director and Principal;
 - Academic Director;
 - Director of Marketing and Admissions;
 - Director of Student and Academic Services;
 - Student Services Manager;
 - Student and Academic Administration Manager;
 - Student Counsellor;
 - Quality and Compliance Manager;
 - Admissions Manager.
 - iii. The CIT may involve additional staff members as appropriate to a particular incident. This may include staff from Navitas such as legal advisors or communications experts. (Refer to [Appendix A](#) for Critical Incident Contact details)
 - iv. As a result of the incident, the CIT may need to contact other bodies, such as Emergency Services or Government departments.
- c) Escalation hierarchy

Every critical incident is unique and will need to be dealt with differently, according to the needs of the people affected and severity.

The following table outlines risk guidelines and escalation hierarchy when assessing a critical incident.

Level of Risk:	Responsibilities:	Examples:
Severe	Navitas UPA CEO, Navitas UPA EGM, College Director and Principal University Partner (relevant key stakeholder)	Death, suicide, life-threatening injury, deprivation of liberty, threats of violence, assault, rape/sexual assault, burglary, use of firearms, threat of wide-spread infection and or contamination, fire, bomb, explosion, gas/chemical hazard, pandemic.
Significant	College Director and Principal	Severe Health and Safety Risk, serious injury incurred by either staff or student, evacuation of building is necessary, missing student, incident involving U18 student.
Moderate	Directors, First Aid Officers, WHS Committee members	Suspicious package unattended, Health and Safety Risk, illness of staff or student

6. Critical Incident Phases

- a) The first responder (staff member or student)
 - i. Will assess the situation and consider any apparent risks to their own safety. In case of an emergency, they will call 000 immediately.
 - ii. Consider whether a critical incident is apparent or likely, and as soon as it is feasible, alert the most senior available staff member of SIBT.
 - iii. If unsure whether the incident is critical, will refer it to their manager or the next senior staff member available at SIBT.
 - iv. Provided there is no threat to personal safety in doing so, they should take necessary steps to minimise further damage or injury to persons or property. This may involve organising willing bystanders to provide support.
 - v. If the incident occurs on campus, campus security staff will be alerted immediately by the first responder or a responsible delegate at the scene. In this situation, campus security staff will contact emergency services, if required, and the campus community will then be guided by their advice.
- b) The College Director and Principal (or delegate)
 - i. Will be notified of a critical incident as soon as possible even when not onsite.
 - ii. Will notify the Navitas EGM and CEO for the Australasia region if required.
 - iii. If the critical incident is not identified as an emergency, they will assemble the CIT to determine an appropriate course of action.
 - iv. If a critical incident is identified as a potential crisis, they will escalate it to the Navitas EGM and CEO for the Australasia region, who will convene a Regional Critical Incident Response Team or a Group Crisis Management Team as appropriate to support SIBT.
 - v. If the critical incident is identified as a data breach, they will refer to the [Navitas Data Breach Reporting Procedure](#).

- c) The CIT will:
 - i. Seek a clear understanding of the incident and its current status;
 - ii. Confirm the identity of the people involved;
 - iii. If the incident involves a student, obtain detailed student information including whether they are under 18, ID number, local address, next of kin/guardian, nationality, religion, known medical conditions and if an international student, the OSHC provider and the sponsor/agent;
 - iv. Determine to what extent information can be provided under the Privacy Policy to any relevant external parties;
 - v. Discuss and plan an immediate response and ongoing support strategy, identifying key staff responsible for implementation;
 - vi. Determine an appropriate communication strategy, including the key stakeholders, communication channels and contact point/s;
 - vii. Keep an accurate record of the incident and the actions taken.
- d) Under any phase, the response may include some or all of the following steps:
 - i. Liaising with the Police regarding notification to the family of the student or staff member;
 - ii. Ensuring the next of kin are informed and updated on the current situation;
 - iii. If an international student:
 - Organising interpreter services for families of non-English speaking background;
 - Contacting the OSHC provider and connecting them with the family or student (if appropriate);
 - Contacting the relevant Consulate if required;
 - iv. Ensuring appropriate assistance and support for the family and colleagues or fellow students;
 - v. Organising appropriate counselling and debriefing sessions for individuals or student and staff groups or facilitating referral to an external provider as required;
 - vi. Organising appropriate spiritual or religious support;
 - vii. Assisting students to connect with legal advisors.

7. Under 18 International Students with Welfare Arrangements in place

- a) When an emergency situation arises that involves a student under 18 years of age, for example that the welfare arrangements have been disrupted, the Student Services Manager, is a required member of the CIT regarding the student's welfare.
- b) The CIT will assess the emergency welfare arrangements and attempt to contact the student and
 - a. If the student is contactable, SIBT will provide appropriate support, ensuring the college's welfare and counselling team are included.
 - b. If SIBT is unable to contact the student and has concerns for the student's welfare, SIBT will make all reasonable efforts to locate the student, including notifying the emergency contacts of the student, police and any other relevant Commonwealth, State Agencies as soon as practicable.

8. Post-incident Evaluation

- a) The CIT will meet within one (1) month after the critical incident has reached a conclusion to evaluate the implementation of procedures and responses and suggest improvement activities if necessary.
- b) Additional staff training will be scheduled as required.
- c) The Policy and Procedure will be updated as required

9. Record Keeping

- a) The Quality and Compliance Manager will:
 - i. Minute all meetings to keep a record of the incident and decisions;
 - ii. Complete the SIBT & WSUSCC Critical Incident form and
 - iii. Keep the SIBT Critical Incident Management Register up to date with details of the event decisions, actions and copies of all communication issued in relation to the incident.

10. Reporting

- a) A report is to be tabled at the SIBT Senior Management Team meeting immediately following a critical incident outlining the incident, current status and follow-up action required once the incident is resolved, evaluated and signed off by the College Director and Principal.
- b) A summary of all incidents will be provided to the SIBT Board of Directors in the Annual report and in interim reports as necessary.
- c) Actions arising from incidents (improvements to processes) will be addressed and monitored through the Senior Management Team.

11. Privacy

- a) Under the Navitas Privacy Policy, individuals have a right to the protection of their private and personal information held by organisations. In the event of a critical incident where the need for the disclosure of private information arises, SIBT will do so in accordance with legal requirements.
- b) SIBT may exercise its discretion and disclose information as necessary to reduce the impact of an imminent threat to life or health of a student or of another person.

12. Monitoring and Review

- a) SIBT monitors the effectiveness and appropriateness of the terms under this Policy after each event to identify continuous improvement opportunities and risk identification and mitigation and to inform updates to the policy.
- b) This Policy will be reviewed by the Responsible Officer and the Quality and Compliance Manager a minimum of every three (3) years, or when there are updates to the regulatory compliance requirements, legislation, regulation, and guidelines.

Appendix A: Critical Incident Contacts

Emergency Contacts	Contact
Police, Fire, Ambulance	000
Student next-of-kin details	SIBT Student Management Systems
Under 18 Coordinator	Student Services Manager on 0490287531
Navitas/Campus Security	9964 6113 or Extension 70113 or 0431 442 006
State Emergency Service	132 500
NSW Poisons Information Centre	13 11 26
Immediate phone-based interpreting service via Department of Homes Affairs Translating and Interpreting Service (TIS National)	13 14 50

Local Hospitals (the first three are the closest to the SIBT campus)	Contact
Sydney Hospital and Sydney Eye Hospital 8 Macquarie Street Sydney	9382 7111
St. Vincent's Hospital 390 Victoria Street Darlinghurst	02 8382 1111
Royal Prince Alfred Hospital 50 Missenden Road Camperdown	9515 6111
Prince of Wales Hospital 320-346 Barker Street Randwick	9382 2222
Royal Northshore Hospital Reserve Road St Leonards NSW	9926 7111
Health Direct – 24-hour health advice line	1800 022 222
National Sexual Assault, Domestic Family Violence Counselling Service	1800 RESPECT (1800 737 732)

Mental Health Support Services	Contact
SIBT Counsellor	https://calendly.com/student-services-teams studentservices@sibt.nsw.edu.au
NSW Mental Health Line	1800 011 511
Mensline Australia	1300 789 978
Beyond Blue	1300 224 636
Women's Information Line	1800 817 227
QLife (LGBTIQ + SUPPORT) Australia	1800 184 527
Funeral Advice Line	1300 306 670
Road Trauma Support Team	1300 367 797

Mental Health Support Services	Contact
Lifeline	131 114
Salvation Army Care Line	1300 36 3622

Navitas	Contact
UPA CEO	malcolm.baigent@navitas.com
Communications support	communications@navitas.com
Legal support – Group General Counsel	Matthew.rumpus@navitas.com

Other Useful Contacts	Contact
Department of Home Affairs	131 881 https://immi.homeaffairs.gov.au/
WorkCover NSW	13 10 50
Allianz – Provides overseas student health cover	1800 814 781