



Critical Incident Policy

Version	Approved by	Approval Date	Effective Date
1.0	Operations Manager	19 June 2026	19 June 2026
Policy Statement			
Purpose	The purpose of this policy is to outline Innovative College (INN’s) response to, and management of, critical incidents.		
Scope	This policy is applicable to INN, and applies to all staff and students, contractors and visitors of INN for incidents that occur within or outside Australia and New Zealand		
Policy Provisions			

1. Policy Statement

INN is committed to providing a safe environment for all and providing support mechanisms and procedures for managing a critical incident to ensure that INN has:

- an effective approach in responding to critical incidents as they occur
- appropriate support and counselling services available for all those involved and affected
- appropriate training and information resources provided to staff
- taken steps to monitor/report on incidents and provide analysis to contribute to the mitigation of potential future incidents (where possible).

2. What is a critical incident?

A critical incident is a traumatic event which may cause students, staff, contractors or visitors extreme physical and/or emotional distress connected to INN's business operations.

Some examples of critical incidents are:

- any death, or serious injury requiring emergency medical attention, or any threat of these • confirmation of a serious infectious disease or virus
- physical or sexual assault, serious harassment or domestic violence where this has caused a death or severe psychological or physical trauma
- severe verbal, psychological aggression, or serious threats of violence
- fire, explosion or bomb threat resulting in death, significant injury or significant property loss
- a hold up or attempted robbery resulting in death, significant physical or psychological injury or significant property loss
- storms or other natural disasters
- traffic collision resulting in serious injury or death
- missing student who has been officially reported as missing to the police; or missing during off campus INN activity, after reasonable attempts have been made to locate and contact them; or where a reasonable concern for their safety exists.

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It is important to note that what is a critical incident for one person may not be a critical incident for another. Every critical incident is unique and will need to be dealt with differently and according to the needs of the people affected. Each critical incident also needs to be carefully assessed and managed in line with cultural sensitivities for the student(s) and/or staff impacted and their families.

3. Policy Principles

In managing critical incidents, INN is committed to the following principles:

- protect the health and safety of staff, students, contractors, and visitors of INN
- identify and prevent critical incidents, where possible
- allocate appropriate resources (internal and external) to manage critical incidents
- respond in a rapid and appropriate manner to a critical incident
- provide immediate support and clear guidance to those involved
- relay accurate information regarding the incident to all appropriate parties , including parents and family members, agents, foreign embassies, the police, emergency services and Government authorities
- maintain business as usual, where possible, to offer continuity to others
- evaluate the effectiveness, adequacy, and ongoing suitability of INN's critical incident responses and comply with relevant legislation.

4. Guiding Procedures

To aid in the prevention of and preparation for critical incidents, INN will:

- conduct training and drills for all staff and regularly review INNs health and safety and emergency risk management systems
- inform relevant staff about the Critical Incident Policy as part of induction processes
- inform all students of this policy during Orientation
- ensure emergency evacuation notices illustrating the location of assembly in the event of a fire or other emergency are prominently displayed throughout INN sites
- maintain a list of, and train staff who are First Aid Officers, Fire Wardens and First Responders and make their details readily available, where required
- allocate resources to maintain health and safety risk management systems

If a Critical Incident takes place, the relevant Leadership and/or Management representative will manage the operational response, with a nominated Incident Leader, including the:

- implementation of this policy
- gathering of information and facts regarding the critical incident
- the determination of the severity of the critical incident and which internal stakeholders need to be involved
- assessment of risks and response actions
- liaison with emergency and other services

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- communication with, and informing of, staff of critical incident details and updates as they occur
- communication with students' parents, legal guardians and/or other appropriate contacts
- liaison with other external bodies, such as carers, agents or foreign embassies and consulates
- counselling and management of students and staff not directly involved in the incident.
- completing a Critical Incident Form (within 24 hours) to ensure critical incidents are connected to INN's health and safety incident management processes
- creating and disseminating ongoing action plans and a timeline following the conclusion of the incident
- maintaining in a central location, accurate records related to the incident and any action taken
- liaising with WorkSafe regulators
- creating any necessary media releases or public response
- ensuring relevant staff involved have been trained in critical incidents and if not, are adequately trained in the future
- conducting a debrief following the stand down of a critical incident to determine what worked well and any potential improvements.

The Australian Privacy Act 1988 (Cth) and New Zealand Privacy Act 2020 permit INN to disclose personal information about someone to a party outside of INN where:

- a person consents in writing to their personal information being disclosed; or
- INN believes, on reasonable grounds, that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual(s) concerned or another person/people; or
- the disclosure is required or permitted by law or made in compliance with INN's Privacy Policy.

Accountabilities	
Responsible Officer	Operations Manager, Compliance Manager
Contact Person	Operations Manager
Supporting Information	
Relevant Legislation	As a registered education provider, INN operates under various laws and regulations. Policies and procedures are in place to ensure compliance with such laws. Below, please find the most relevant legislation that applies to this policy (Australian unless otherwise specified): ▪ Outcome Standards for RTOs 2025

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	▪ Compliance Standards for RTOs and Fit and Proper Person Requirements 2025 ▪ Education Services for Overseas Students (ESOS) Act 2000 ▪ National Code of Practice for Providers of Education and Training to Overseas Students 2018 ▪ Education Services for Overseas Students Regulations 2019 ▪ Privacy Act 1988 (Cth) ▪ Relevant Work Health and Safety Act and OHS Act and regulations ▪ Modern Slavery Act 2018 (Cth)
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