

CRITICAL INCIDENTS POLICY

1. Purpose

- 1.1 This document applies to Brunswick Institute, its courses, its clients (students) and its controlled entities (collectively "BI", "Institute", "the Institute", "we", "us", "our").
- 1.2 The Institute's Safety Officer and CEO (emergency) contact details are
 - i. Safety Officer name: Stdia Cui
 - ii. Safety Officer phone number: 0426996768
 - iii. Safety Officer email address: admissions@brunswick.edu.au
 - iv. CEO name: Peiling Chen
 - v. CEO phone number: 0435123778
 - vi. CEO email address: ceo@brunswick.edu.au
- 1.3 This policy and its associated procedures provide a framework for the Institute's response to and management of critical incidents. It ensures that the Institute fulfils its duty of care obligations by delivering appropriate health and safety support to those affected and implementing measures to prevent the recurrence of such incidents.
- 1.4 This policy has been established to safeguard staff and students by ensuring a prompt, effective, and appropriate response to any incident that may result in loss of life, injury, trauma, property damage, or operational disruption.
- 1.5 It outlines the reporting procedures and protocols for implementing preventative measures, managing immediate and long-term responses, facilitating recovery following a critical incident and promoting the Institute's continuous improvement in the long run.

2. Definitions

- 2.1 An education agent refers to an entity (in or outside Australia) that
- i. Engages in any of the following activities in relation to a provider:
 - A. The recruitment of overseas students, or intending overseas students;
 - B. providing information, advice or assistance to overseas students, or intending overseas students, in relation to enrolment;
 - C. otherwise dealing with overseas students, or intending overseas students; and
 - ii. is not a permanent full-time or part-time officer or employee of the Institute.
- 2.2 Agent Agreement refers to the agreement between the Institute and the agent, including the schedules.
- 2.3 CRICOS refers to the Commonwealth Register of Institutions and Courses for Overseas Students.
- 2.4 ESOS Act refers to the *Education Services for Overseas Students Act 2000 of the Commonwealth of Australia*.
- 2.5 National Code refers to the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*.
- 2.6 Prospective student/applicant/client refers to a person who intends to become, or who has taken any steps towards becoming, an 'overseas student' or 'intending overseas student' as defined by the *ESOS Act*.
- 2.7 DHA refers to the Department of Home Affairs.
- 2.8 OSHC refers to the Overseas Student Health Cover.
- 2.9 eCoE refers to the electronic Confirmation of Enrolment.
- 2.10 2025 Standards for RTOs refers to the *National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025*.

3. Policy

- 3.1 The Institute acknowledges that critical incidents may arise that could significantly compromise the safety of staff, students, and visitors, and adversely affect the continuity of institutional operations. The Institute further recognises that comprehensive planning, effective management, and routine simulation exercises are essential components of an effective critical incident management framework.
- 3.2 The institute has established a documented critical incident policy, along with procedures outlining actions to be taken in the event of a critical incident, the required follow-up, and the records to be maintained of the incident and the actions taken.
- 3.3 In general terms, a critical incident is defined as a traumatic event that causes, or has the potential to cause, severe physical and/or emotional distress to staff, students, or visitors at the Institute's campus. Such events are typically beyond the normal range of human experience for those affected. These guidelines apply to all critical incidents involving or affecting students, staff, or visitors. Each critical incident is unique and must be managed according to the specific needs of the individuals involved. Examples of critical incidents include, but are not limited to
- i. Any fatality, serious injury, or "near miss" incident is likely to impact staff, students, or visitors significantly.
 - ii. Serious traffic accidents.
 - iii. Acts of violence involving or directed toward students, staff, their family members, or visitors.
 - iv. Threats of violence involving or directed toward students, staff, their family members, or visitors.
 - v. Incidents of physical or sexual assault.
 - vi. Severe injury resulting in trauma or requiring urgent medical attention.
 - vii. The unexplained or prolonged disappearance of a student—particularly one under 18 years of age—and/or disruption to their accommodation or welfare arrangements.

- viii. Fire, explosion, or bomb threats.
 - ix. Chemical, radiation, or biological hazard spills.
 - x. Hold-ups or attempted robberies.
 - xi. Major theft or acts of vandalism.
 - xii. Infection or potential outbreak of serious communicable diseases, including HIV or symptoms associated with a pandemic.
 - xiii. Incidents involving the abuse or mistreatment of children.
 - xiv. Events involving distressing sensory exposure (e.g., disturbing sights, sounds, or smells).
 - xv. Severe weather events or natural disasters.
 - xvi. Sudden onset of acute physical or mental illness.
- 3.4 An *Emergency Critical Incident* is defined as an event that presents an immediate or imminent threat and/or causes significant physical or emotional distress to staff, students, or visitors of the Institute. An *Emergency Critical Incident* includes, but is not limited to, incidents involving cyberbullying, harassment, or threats directed at staff or students. Such incidents may require a prompt, coordinated emergency response.
- 3.5 A *Non-Emergency Critical Incident* refers to a critical event that does not require an immediate emergency response. An example includes the escalation of a pandemic from a lower to a higher alert phase, in which case the Institute will follow relevant government directives and protocols.
- 3.6 The ESOS Act requires the Institute to notify the Department of Home Affairs as soon as practicable after the incident. In the event of a student's death or other absence affecting academic performance, the incident must be reported via the Provider Registration and International Student Management System (PRISMS).
- 3.7 The policy and the related measures are designed to ensure the Institute

- i. Fulfils its duty of care by ensuring the highest possible standards of health and safety for staff, students, visitors, and all other individuals working at or attending the Institute.
 - ii. Maintains the capability to respond promptly and effectively to critical incidents.
 - iii. Adopts an integrated approach to managing risks associated with critical incidents; and
 - iv. Ensures compliance with all relevant legislation and regulatory standards, thereby:
 - A. The exposure of individuals to health and safety risks resulting from critical incidents is prevented or minimised; and
 - B. The impact of physical and psychological trauma is effectively mitigated.
- 3.8 This policy and its associated procedures also outline the roles and responsibilities of key personnel in:
- i. Managing, coordinating, and communicating information related to a critical incident; and
 - ii. Overseeing recovery efforts and conducting post-incident reviews to evaluate the response and management of the critical incident.
- 3.9 When an international student dies or sustains a serious injury, the Institute may assist the student's family, which includes:
- i. Contact interpreters
 - ii. Make arrangements for hospital/funeral/memorial service/repatriation
 - iii. Obtain a death certificate
 - iv. Assist with personal items and affairs, including insurance issues
 - v. Assist with visa issues
- 3.10 Following a critical incident, the Institute will analyse the response and processes, and implement improvements where indicated.

- 3.11 The Institute's CEO is responsible for implementing this procedure and ensuring that staff and students are aware of its application and that staff comply with its requirements.

4. Measures

- 4.1 Any institute staff member receiving news or information regarding a critical incident must report to the Institute's Safety Officer and/or COE. The Institute's Chief Executive Officer (CEO) and/or Safety Officer must be provided with comprehensive details of the incident, including the precise location, the nature and type of the incident, and information regarding any individuals who may be injured, in distress, or at risk.
- 4.2 On receipt of news or information regarding a critical incident, the CEO or the Safety Officer must:
- i. Access the critical incident immediately.
 - ii. Have a clear understanding of the known facts.
 - iii. If an emergency exists, contact the relevant emergency services by phoning 000.
 - iv. If translators are required, contact Translating and Interpreting Service by phoning 131 450.
 - v. If counselling services are required, contact Lifeline on 131 114.
 - vi. If the critical incident is at an offshore location, contact the Department of Foreign Affairs and Trade for advice on the best way to assist the student.
 - vii. Plan an immediate response.
 - viii. Plan ongoing strategies.
 - ix. Allocate individual roles/responsibilities for ongoing tasks.
- 4.3 Based on an evaluation of the critical incident, the Institute's CEO and/or Safety Officer must, where appropriate, implement the following:
- i. Contact the student's emergency contact people on the Application Form

- ii. Inform the Institute's staff and students.
 - iii. Prepare a guideline for staff about what information to give students.
 - iv. Prepare a written bulletin for staff and students if the matter is complex.
 - v. Brief staff and delegate a staff member to deal with telephone/counter inquiries.
 - vi. Manage media/publicity.
 - vii. The Chief Operating Officer is the sole authorised spokesperson permitted to communicate with media representatives or issue public statements concerning any critical incident.
 - viii. Identify the students and staff members most closely involved in the incident and ensure they receive support and counselling.
 - ix. Arrange a time and place for an initial group/individual debriefing session with the Counsellor/s.
 - x. Arrange access to emergency funds if necessary.
- 4.4 After the critical incident, the Institute should record the incident and the following key details to report, which include
- i. The time of the incident, and
 - ii. The location and nature of the incident, and
 - iii. The names and roles of persons directly involved in the critical incident, and
 - iv. The actions taken by the Institute, including any opportunities for improvement, and
 - v. The organisations and people contacted by the Institute, and
 - vi. The recommendations for managing such incidents in the future are appropriate for promoting the Institute's continuous improvement.
- 4.5 After the critical incident, the Institute should hold a Work Health and Safety meeting to

- i. Analyse this critical incident, and
 - ii. Create recommendations for management of such incidents in the future, and
 - iii. Add these recommendations to the Institute's continuous improvement plan.
- 4.6 In the event of a critical incident impacting a student's attendance and/or course progress, the incident must be reported through both the PRISMS (Provider Registration and International Student Management System) and the Institute's Student Management System.
- 4.7 Useful emergency contact phone numbers
- i. National emergency (police, fire and ambulance): 000
 - ii. Police assistance: 131 444
 - iii. Domestic and Sexual Violence Assistance: 1800 737 732
 - iv. Mental Health (Lifeline): 13 11 14
 - v. Mental Health (Beyond Blue): 1300 224 636
 - vi. Sexual Assault Crisis Line (Victoria): 1800 806 292

VERSION HISTORY

Version Number	Date	Summary of changes
1.0	September 2021	New policy
2.0	July 2025	Revised and updated to include the changes according to the Standards for Registered Training Organisations (2025).
3.0	December 2025	Updated to include the changes according to the amendments to the Education Services for Overseas Students Act 2000.