

## CRITICAL INCIDENT POLICY

<b>Policy Reference</b>	WEG-POL-CRI-001	<b>Version</b>	1.1
<b>Standards</b>	ASQA OS 4.3   NC Standard 6   Work Health and Safety Act 2011 (NSW)   ESOS Act 2000	<b>Effective Date</b>	1 July 2025
<b>Document Owner</b>	Student Services Manager	<b>Review Date</b>	1 July 2026
<b>Approved By</b>	Director of Operations	<b>Status</b>	✓ Active — Current
<b>Applies To</b>	All students, staff, visitors — domestic and international	<b>Document Title</b>	Critical Incident Policy

Version	Date	Author	Changes	Approved By
1.0	Jan 2024	RTO Manager	Initial version	Director of Operations
1.1	July 2025	Student Services Manager	Expanded response stages; ESOS Act / NC Standard 6 obligations clarified; mental health and student welfare protocol added	Director of Operations

## 1. Purpose and Scope

Wyatt Education Group is committed to the health, safety, and wellbeing of all students, staff, and visitors. This policy establishes a clear, consistent, and legally compliant framework for identifying, responding to, and recovering from critical incidents.

This policy applies to all critical incidents affecting Wyatt Education Group students, staff, or visitors — on campus, at off-site training locations, or where Wyatt has a duty of care. For international students, this policy fulfils Wyatt's obligations under **National Code Standard 6** and the ESOS Act 2000.

## 2. Definition of a Critical Incident

**Definition:** A critical incident is any traumatic event or situation — actual or threatened — that has the potential to cause serious harm to the health, safety, or psychological wellbeing of students, staff, or visitors, and which requires an immediate and coordinated organisational response.

Critical incidents include but are not limited to:

- Serious injury requiring hospitalisation
- Unexpected death of a student or staff member
- Physical or sexual assault
- Serious accident on campus or at a training site
- Serious mental health crisis or suicide attempt
- Natural disaster (fire, flood, earthquake)
- Missing student
- Threat of violence or actual violence
- Criminal activity affecting a student or staff member
- Any event causing significant trauma to a student or group

**Out of Scope:** Minor incidents (minor injuries treated with first aid, everyday student conflicts) are managed through normal student support and WHS procedures and do not activate this policy.

## 3. Roles and Responsibilities

Role / Position	Critical Incident Responsibilities
Student Support Officer (K. Sai Reddy)	First point of contact for all student-related critical incidents. Coordinates welfare response, student notification, and support referrals. Maintains the critical incident register. Notifies the Director of Operations immediately.
Director of Operations	Overall incident command authority. Authorises external notifications (police, emergency services, DHA for international students). Liaises with ASQA if required. Approves media or public statements.
RTO Manager	Coordinates staff response. Ensures continuity of training delivery where possible. Manages WHS incident reporting obligations under the WHS Act 2011 (NSW).
All Staff	Responsible for immediately reporting any critical incident or potential critical incident to the Student Support Officer or Director of Operations. Must not manage a critical incident independently.

Role / Position	Critical Incident Responsibilities
Trainers / Assessors	Responsible for the immediate safety of students in their sessions. Must follow emergency procedures, contact emergency services if required (000), and notify the Student Support Officer immediately.

## 4. Critical Incident Response Procedure

■ **IMMEDIATE EMERGENCY:** If there is immediate danger to life or safety, call 000 (Emergency Services) **FIRST**. Do not wait for internal approval. Then contact the Student Support Officer: +61 477 627 677

Phase	Actions Required	Who	Timeframe
Phase 1 Immediate Response	1. Call 000 if there is immediate danger, injury, or death 2. Ensure the safety of all persons present 3. Do not move injured persons unless they are in immediate danger 4. Contact Student Support Officer: +61 477 627 677 5. Secure the incident site if safe to do so	First person on scene / any staff member	Within minutes of incident
Phase 2 Notification	1. Student Support Officer notifies Director of Operations 2. Director of Operations activates Critical Incident response team 3. Affected students' next-of-kin or emergency contacts notified 4. For international students: DHA notified if visa-relevant 5. ASQA notified if incident affects delivery of a training product	Student Support Officer / Director of Operations	Within 1 hour
Phase 3 Welfare and Support	1. Affected students provided with immediate welfare support 2. Counselling and mental health referrals arranged 3. All students on campus informed of relevant safety information 4. International students: OSHC welfare benefits explained 5. Students given contact details for crisis support services	Student Support Officer	Within 24 hours
Phase 4 Documentation	1. Critical Incident Report completed (WEG-CRI-F01) 2. WHS incident report lodged if required under WHS Act 2011 (NSW) 3. Incident recorded in Critical Incident Register 4. All witness statements and evidence secured 5. Communications log maintained	RTO Manager / Student Support Officer	Within 24 hours
Phase 5 Recovery	1. Ongoing welfare support provided to affected students and staff 2. Training continuity plan activated if delivery is disrupted 3. Students advised of any changes to class schedules 4. Debrief session held with staff 5. Recovery plan reviewed at 1 week, 1 month, and 3 months	Director of Operations / RTO Manager	Ongoing from Day 2
Phase 6 Review and Improvement	1. Full incident review conducted 2. Root cause analysis completed 3. Policy and procedure updates identified and implemented 4. Lessons learned documented and shared with staff 5. ASQA notified of outcomes where required	Director of Operations	Within 30 days of incident

## 5. International Students — ESOS Act and NC Standard 6

Wyatt Education Group has specific obligations to international students under National Code Standard 6 and the ESOS Act 2000. In a critical incident involving an international student, the following additional actions apply:

- International students will be supported regardless of their visa status or time of day
- Wyatt will not disclose information to the Department of Home Affairs beyond mandatory PRISMS reporting obligations without the student's consent, except where safety requires it
- International students will be informed of their OSHC coverage and how to access wellbeing benefits through their OSHC provider
- Where a student's visa may be affected by the incident (e.g. extended hospitalisation affecting course attendance), Wyatt will notify the student and advise them to seek MARA migration advice
- Wyatt will maintain contact with the student's emergency contacts as directed by the student (or next of kin if the student is incapacitated)
- Critical incident support is provided at no cost to the student

## 6. Emergency Contacts and Support Resources

Contact	Number / Detail	When to Use
Emergency Services	000	Immediate danger, injury, fire, crime in progress
Student Support Officer (K. Sai Reddy)	+61 477 627 677 support@wyatt.nsw.edu.au	All critical incidents involving students — first internal contact
Wyatt Main Line	+61 437 666 000	General critical incident reporting during business hours
Lifeline	13 11 14	Mental health crisis, suicidal ideation — 24/7
Beyond Blue	1800 512 348	Anxiety, depression, emotional distress — 24/7
1800RESPECT	1800 737 732	Sexual assault, domestic violence — 24/7
NSW Mental Health Line	1800 011 511	Mental health crisis in NSW — 24/7
MATES in Construction	1300 642 111	Construction student mental health crisis — 24/7
NSW Police (non-emergency)	131 444	Police assistance not requiring immediate emergency response
SafeWork NSW	13 10 50	Serious workplace injuries — mandatory WHS notification

### Related Documents:

WEG-CRI-F01 — Critical Incident Report Form

WEG-POL-SSP-001 — Student Support Policy

WEG-POL-PRV-001 — Privacy Policy

WEG-POL-CAP-001 — Complaints and Appeals Policy

**Acknowledgement of Country**

Wyatt Education Group acknowledges the Traditional Owners and Custodians of Country throughout Australia and acknowledges their continuing connection to land, waters and community. We pay our respects to the people, the cultures and the Elders past, present and emerging.