

Critical Incident Policy

1. Purpose and Scope

KOI is committed to effectively managing critical incidents that may affect its students, staff, and operations. This policy establishes a framework for identifying, preparing for, responding to, reporting, and recording critical incidents to ensure a safe and secure learning and working environment.

The policy demonstrates KOI's commitment to maintaining student and staff wellbeing while ensuring compliance with Standard 6 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 under the Education Services for Overseas Students Act 2000 (ESOS Act). It provides clear protocols to follow during potentially distressing circumstances and assigns specific responsibilities for policy development, implementation, maintenance, and review.

This policy applies to all KOI students, staff, contractors, partners, and visitors who may be involved in a critical incident, whether on KOI premises or undertaking external activities related to their studies or work.

These guidelines provide essential requirements and direction for operations, administration, management, and governance personnel involved in the critical incident process.

2. Related Documents

This policy should be read in conjunction with KOI's:

- Business Continuity Plan
- Emergency Response Plan and Procedures
- Hazard and Incident Reporting and Response Procedure
- Workplace Health and Safety Policy

3. Definitions:

Critical Incident: An event with potential for high-level public scrutiny that involves threats to life, health, safety, or wellbeing of students, staff, or other relevant persons, including serious injury or death.

Incident: Any event involving risk to health and safety that may result in injury or illness.

Notifiable Incident: A legally defined incident requiring mandatory reporting to regulatory authorities due to its serious nature and potential for significant harm or death, including fatalities, serious injuries or illnesses, and dangerous incidents.

4. Policy

King's Own Institute is committed to:

- Maintaining safe and healthy conditions to prevent work-related injury and illness
- Meeting legal obligations under the National Code of Practice for Providers of Education and

Training to Overseas Students 2018 and associated legislation

- Providing clear procedures for critical incident response, with regular monitoring, review, and maintenance to ensure effectiveness
- Promptly notifying relevant individuals and organisations during critical incidents
- Taking immediate action to resolve or address critical incidents
- Minimising impact on overseas students' ability to undertake or complete their courses, particularly regarding incidents causing physical or psychological harm
- Ensuring compliance with confidentiality requirements and Australian Privacy Principles

The Hazard and Incident Reporting and Response Procedure contains relevant controls for managing critical incident responses. Additional commitments are addressed in the WHS Management System Manual.

What is a Critical Incident?

Critical incidents are traumatic events or threats causing extreme stress, fear, or injury. Examples include but are not limited to:

- Severe verbal or psychological aggression
- Death, serious injury, or threats thereof
- Natural disasters
- Threatening behaviour from members of the public
- Safety and emergency-related incidents

Preparing for Critical Incidents

Designated staff members receive periodic training on critical incident response, including:

- First aid certification
- Regular emergency response drills
- Emergency Action Plan familiarisation
- This policy and associated procedures
- Response and reporting protocols

Response and Reporting

When a staff member identifies that a critical incident has occurred or is imminent:

1. Contact emergency services if required
2. Immediately notify the CEO and VP of Operations
3. Complete a Critical Incident Report form, maintaining privacy at all times
4. Submit the report to the VP of Operations for verification and forwarding to the CEO
5. Ensure the report contains comprehensive information and identifies all directly involved parties

Action Plan Post Incident

Following a critical incident, management will assess the situation and implement an action plan. Where appropriate, meetings with relevant staff and students will be organised to address:

- Risk assessments
- Emergency and support services
- Counselling requirements for staff and students
- Critical incident review processes

All critical incidents undergo formal review involving the original action plan team members, with the primary goal of preserving life and ensuring appropriate response measures.

King's Own Institute is committed to:

- Safe and healthy working conditions for the prevention of work – related injury and ill health.
- Ensuring that we meet our legal obligations in regard to requirements of the National Code of Practice for Providers of Education and Training to overseas Students 2018 and any associated legislation
- Providing a set of clear procedures to follow in the event of a critical incident, and ensuring any processes are monitored, reviewed and maintained to ensure they remain effective
- Notification of relevant individuals and organisations in the event of a critical incident
- Taking any immediate action needed to resolve or address the critical incident
- Eliminating or minimising as far as possible the impact of any critical incident on an overseas student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm.
- Compliance with confidentiality requirements and Australian Privacy Principles in relation to any critical incidents.

4. Principles

- Safety First - Preservation of life and prevention of harm takes absolute priority, with particular duty of care to overseas students who may be in vulnerable circumstances.
- Rapid and Proportional Response - Immediate, well-coordinated action that matches the severity and scope of the incident, working collaboratively with emergency services and relevant organisations.
- Transparent Communication - Clear, timely communication with all stakeholders while maintaining confidentiality and respecting privacy requirements.
- Cultural Sensitivity - Recognition of diverse cultural backgrounds and specific support needs of our international student community.
- Support and Recovery - Providing ongoing support to help affected individuals and the KOI community recover and return to normal operations.
- Continuous Improvement - Learning from each incident to enhance KOI's preparedness and response capabilities.

5. Roles and responsibilities

Vice President (Operations): Responsible for ensuring Critical Incident Policy and Procedure implementation across all operations.

Critical Incident Team: Responds to critical incidents as they arise and coordinates emergency response activities.

Workplace Health and Safety Committee:

- Reviews the Critical Incident Register at regular meetings
- Ensures availability of appropriate resources and development of safety measures

Staff:

- Immediately report and respond to any critical incidents experienced or witnessed
- Respond to critical incident notifications from students, staff, and visitors
- Follow established critical incident and emergency procedures

Audit and Risk Committee: Oversees and monitors risk, control, and compliance frameworks while reviewing risk management and internal controls.

CEO and President: Oversees policy application within KOI, reviews incident reports and documentation, and reports on critical incidents and responses to the AIBM Council.

Workplace Health and Safety Officer: Implements emergency control system functions, arranges training and awareness sessions, prepares critical incident reports, and maintains the Critical Incident Register.

Students: Must comply with reasonable instructions relating to their health and safety.

Document control

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