

Critical Incident Policy and Procedure

1. Purpose

This policy and procedure explains how Australian Learning Group (ALG) prepares for, responds to and manages critical incidents that may affect students, staff or visitors.

This policy ensures ALG meets its obligations under:

- Outcome Standards 2025
 - Standard 2.2 – Student safety, wellbeing, and support
 - Standard 2.7 - Complaints and appeals (post-incident escalation)
 - Standard 4.3 - Risk management (critical incidents = high/extreme risks)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 6.8
- relevant Work Health and Safety legislation

2. Scope

This policy applies to:

- all ALG students
- all ALG staff
- visitors and contractors

It applies to incidents that occur:

- on ALG campuses
- during ALG activities
- or where the incident affects a student's ability to undertake or complete their course.

3. Definitions

Incident: any unplanned event within the scope of this procedure that causes, or has the potential to cause, an injury or illness and/or damage to equipment, buildings, plant or the natural environment. Incidents range from near-miss incidents to severe incidents and emergencies.

Critical Incident: A traumatic event, or the threat of such an event (within or outside Australia), that causes extreme stress, fear or injury. Examples may include:

- death or serious injury
- physical or sexual assault
- severe psychological distress or mental health crisis
- missing students
- natural disasters

- fire, explosion or bomb threat
- serious accidents
- violent incidents
- major criminal activity.

Emergency Services: The public organisations that respond to and deal with emergencies when they occur, especially the Ambulance Service, Police Service, Fire and Rescue Services and the State Emergency Services.

First Aid: If the event requires first aid, the WHS Contact Officer should be contacted for first aid assistance. The first aid kit is also available in many locations on the campuses.

Critical Incident Report Form: The internal form used by ALG to document the details of a critical incident, including the individuals involved, actions taken, support provided and any required follow-up actions. (See Appendix 1)

Critical Incident Register: A central register maintained by ALG to record all critical incidents, actions taken, support provided and follow-up outcomes. The register supports monitoring, risk management and continuous improvement processes. (See Appendix 2).

Sonder: ALG's external student safety and wellbeing support service provider, which offers 24/7 access to safety, medical and mental health assistance, including emergency support, counselling and critical incident response coordination.

4. Responsibilities

General Manager / CEO

- overall responsibility for critical incident management
- liaison with authorities and media where required.

Senior Managers

- coordinate the response to critical incidents
- activate a **Critical Incident Response Team** where required.

Staff

- report incidents immediately
- assist in implementing emergency procedures.

Students

- follow safety instructions
- report incidents to staff as soon as possible.

5. Policy

ALG is committed to the effective management of critical incidents to protect the safety and wellbeing of students, staff and visitors. Critical incidents are treated as high-risk events requiring immediate response, coordinated management and appropriate support. ALG adopts a structured approach to identifying, responding to and reviewing incidents, ensuring that risks are managed, impacts are minimised, and outcomes are

used to strengthen systems, controls and practices, with a primary focus on maintaining student safety and wellbeing.

5.1 Use of a Third-Party Service Provider

ALG engages Sonder as an external provider of student safety and wellbeing support services, including critical incident support. Sonder provides 24/7 access to immediate assistance, including medical, mental health and safety support, and complements ALG's internal support arrangements to ensure students can access timely support when required.

ALG ensures that students are informed about how to access Sonder, including during orientation and through ongoing communications.

Students are encouraged to use Sonder as a first point of contact for urgent safety or wellbeing concerns, particularly outside of campus operating hours.

5.2 Commitment to safety

ALG is committed to maintaining a safe environment for students, staff and visitors and responding promptly and effectively to any critical incident.

Where a critical incident occurs, ALG will act to protect the health, safety and wellbeing of students, staff and visitors.

ALG monitors incidents and near-miss events to identify any risks associated with facilities, equipment, learning environments or activities used in training and assessment. Where risks are identified, ALG will review the safety and suitability of facilities, resources and equipment and implement corrective actions to ensure they remain safe and fit-for-purpose for students and staff.

Where training includes work-integrated learning or community-based learning activities, ALG will identify and manage any risks to students associated with those environments.

5.3 Examples of critical incidents

Critical incidents may include, but are not limited to:

- death or serious injury of a student or staff member
- missing students
- violence or threats of violence
- serious accidents
- natural disasters
- fire, explosion or bomb threat
- serious illness or mental health crisis
- incidents involving criminal activity.

5.4 Student support during critical incidents

ALG recognises that critical incidents can impact the wellbeing of the student cohort. Through incident monitoring, student feedback and staff observations, ALG identifies emerging wellbeing risks and ensures appropriate support services are available to assist affected students.

ALG will ensure that students affected by a critical incident are provided with appropriate support services, which may include:

- counselling services
- welfare support
- medical assistance
- referral to external support services where required

ALG provides students with access to Sonder as a 24/7 safety and wellbeing support service.

Where a critical incident occurs, students may be referred to Sonder for immediate assistance, including medical advice, mental health support, and emergency response coordination.

Sonder services complement ALG's internal support services and ensure students have access to timely support outside of campus hours.

5.5 Staff awareness and training

ALG ensures that relevant staff are aware of the organisation's critical incident procedures through:

- staff induction
- training and awareness activities
- access to policy and procedure documentation.

5.6 Record keeping and reporting

ALG documents all critical incidents using the **Critical Incident Report Form** (Appendix 1). Information recorded in the report form is then entered into the **Critical Incident Register** (Appendix 2) to enable monitoring of incidents, identification of risks and continuous improvement

These records will be retained for at least two years after the affected student ceases enrolment.

Where required, ALG will notify relevant authorities, including:

- emergency services
- Department of Home Affairs
- other government authorities.

5.7 Quality assurance and continuous improvement

Critical incidents will be reviewed to identify any risks, system failures or areas for improvement.

Where risks are identified, ALG will assess the likelihood and impact of the risk and implement appropriate control measures. Identified risks may be recorded in the Risk Register and monitored through ALG's risk management and continuous improvement processes.

Where appropriate:

- findings will be recorded in the Continuous Improvement Register
- corrective actions will be implemented to improve safety and incident management.

External support services, including Sonder, form part of ALG's broader critical incident management and student support framework and are considered in incident review, risk assessment and continuous improvement processes.

5.8 7. Communication and Media

The CEO or delegated senior staff member will coordinate communication with external parties and the media.

Staff must not communicate with the media regarding a critical incident unless authorised.

6. Procedure

Activity	Activity	Responsibility	Related Documents
Incident Response - immediate action	Identify or report a critical incident immediately to Sonder and the SX Manager.	Affected student/ staff member(s)	Sonder app
	Where required, contact emergency services (000) and provide first aid until assistance arrives.	Staff / First Aid Officer	WHS procedures
	Ensure the immediate safety of students, staff and visitors and implement evacuation or emergency procedures if required.	S M	Emergency procedures
Follow up actions	Gather initial information about the incident including who was involved, what occurred and current risks and submit the Incident Report Form.	SX Manager	Incident Report Form
	If required, activate the Critical Incident Response Team where required and allocate responsibilities for managing the incident.	CEO/ General Manager	Critical Incident Plan
	Contact relevant parties where appropriate, including emergency contacts, family members, consulates or relevant authorities.	CEO/ General Manager	Student records
	Provide support to affected students or staff including counselling, welfare support or medical assistance where required.	Sonder (students) Uprise EAP (staff) General Manager / Student Experience	

Records Management	Log the incident in the Critical Incident register as soon as practicable to document the details of the incident, including persons involved, actions taken and any immediate risks.	Senior Manager / Staff	Critical Incident Register
	Notify relevant authorities where required, including reporting through PRISMS where the incident affects an international student.	General Manager / Compliance Manager	PRISMS
	Review the incident to identify causes, risks and any required improvements to policies, procedures or safety practices.	Senior Management / WHS Committee	Continuous Improvement Register
	Where an incident identifies a potential safety or wellbeing risk, record the risk in the Risk Register and implement appropriate risk controls.	Quality Assurance Manager / Senior Management	Risk Register
	Record any referral to Sonder or external support services (including any third party reports) in the Critical Incident Report Form and Register.	Student Experience	Incident Report Form
Media communication	<p>Ensure that all communication with the media regarding a critical incident is coordinated through the CEO or delegated senior staff member.</p> <p>Staff must not provide information to the media unless authorised.</p> <p>Where necessary, prepare an approved statement to ensure accurate and appropriate communication.</p>	CEO or delegate	Media communication guidelines

7. Related Documents

- Work, Health and Safety Policy
- Safety Management Policy
- Incident Report Form
- WHS procedures
- Emergency procedures
- Incident Report Form
- Critical Incident Plan
- Student records
- Student Support Policy
- Critical Incident Register
- PRISMS
- Continuous Improvement Register
- Risk Register
- Media communication guidelines
- Sonder student information (app / access details)
- Sonder service agreement (if exists internally)

8. Document Information and Review

Document Information		
Document ID	STU-10	
Policy Category	STU Student Administration & Support	
Responsible officer	Joe Lynch	
Key Stakeholder(s)	All ALG Stakeholders	
Approval by	CEO	
Endorsed by	Academic Director and Head of Quality Assurance	
Date of Approval	21/05/2026	
Date Effective	12/06/2026	
Date of Next Review	21/05/2027	
Version History		
Version	Date	Amendment(s)
2.0	09 March 2026	<ul style="list-style-type: none"> • Updated to reference use of external service provider, Sonder

Appendix 1 - Critical Incident Report Form

CRITICAL INCIDENT REPORT FORM CONFIDENTIAL				
<i>Staff member to complete PART 1 to 4 only.</i>				
PART 1: Background information				
Date of incident:				
Time of incident:				
Location of incident				
Name of person(s) involved:				
Witness 1:	Name:		Phone:	
Witness 2	Name:		Phone:	
Witness 3:	Name:		Phone:	
PART 2: Nature of incident				
(Tick ✓ one or more)				
Serious injury health emergency		Threat of physical violence		Actual physical violence
Drug related <small>(including alcohol)</small>		Intruder		Weapons threat
Sexual offence <small>(including harassment)</small>		Natural disaster <small>(fire, flood, gas leak, etc.)</small>		
Other: (please specify)				
PART 3: Description of incident				
<i>Please provide as much detail as possible in the space below:</i>				

Appendix 2 - Critical Incident Register (with sample entry)

Incident ID	Date of Incident	Campus / Location	Person(s) Affected	Description of Incident	Immediate Action Taken	Support Provided	External Reporting Required	Follow-up / Risk Controls	Status / Outcome
<i>CI-001</i>	<i>12/03/2026</i>	<i>Brisbane Campus</i>	<i>Student – ID 10542</i>	<i>Student collapsed in class due to medical condition</i>	<i>First aid provided, ambulance called</i>	<i>Hospital referral, welfare follow-up</i>	<i>Ambulance notified</i>	<i>Review first aid training for staff</i>	<i>Closed</i>