Critical Incident Policy and Procedure

Version: 2.3

POLICY NAME	GROUP CRITICAL INCIDENT POLICY AND PROCEDURE
POLICY MANAGER	General Manager, Group Quality, Accreditation & Compliance
APPROVAL AUTHORITY	CEO
RELEASE DATE	24 July 2025
VERSION REFERENCE	Version 2.4

Contents

1.   Introduction

1.   Purpose

This Critical Incident Management Policy document outlines the NextEd policy and procedures for managing a critical incident and ensuring that there is:

- an effective and appropriate approach in responding to critical incidents;
- appropriate communication for staff about their responsibilities in responding to critical incidents; and
- appropriate communication for students about critical incident procedures and appropriate contact person.

If available, this Critical Incident Management Policy should be used in conjunction with college/facility-specific material, for example 'Trimevac Emergency Response Procedures' Manual.

2.   Scope

This policy is an overarching Group policy and applies to:

i)   All staff of NextEd including employees and contractors;

ii)   All courses delivered by NextEd including those delivered on their behalf by education providers with whom there is a licensing arrangement. If there are any discrepancies between an affiliate's policy and these, the NextEd policy will apply.

iii)   All students (domestic and international) of NextEd subsidiary entities :

    a.   Academy of Interactive Technology Pty Ltd (also trading as Coder Academy Australia & Greenwich Higher Education) RTO: 90511, Registered Higher Education Provider PRV12005, CRICOS: 02155J

    b.   International School of Colour and Design Pty Ltd (iscd) RTO: 91439

    c.   Greenwich College Pty Ltd (also trading as Greenwich English, Greenwich Management, Greenwich Hospitality, Greenwich Health & Care) RTO: 91153, CRICOS: 02672K

    d.   Brisbane Career College Pty Ltd (trading as SERO Institute) RTO: 32303, CRICOS: 03528K

    e.   Celtic Training & Consultancy Pty Ltd RTO: (trading as Celtic Training) RTO 40179

    f.   Go Study Australia Pty Ltd

2. Policy

1. Introduction

It is important to have a clear context for defining forms of incidents. This introduction defines critical incident, emergency and first aid assistance in the context of this policy.

A Critical Incident is defined as a traumatic event, or the threat of such, which causes extreme stress, fear or injury. Critical incidents are not limited to, but could include:

- missing students;
- severe verbal or psychological aggression;
- death, serious injury or any threat of these;
- mental health crisis;
- natural disaster; or socio-political event; and
- issues such as domestic violence, sexual assault, drug or alcohol abuse.

Each Student Critical Incident is unique. The aim of these Procedures is to provide a general framework to be followed. Staff must ensure that while compliance with the Policy is expected, the safety of those involved in the incident is paramount.

Non-life-threatening events could still qualify as critical incidents and must be approached in an appropriate manner.

2. Emergency

An Emergency is defined as a situation that poses an immediate risk (and/or a situation that has already caused effect and/or has the potential to cause effect) to health, life, property or environment. Most Emergencies require urgent intervention.

In the event of an Emergency, call Emergency Services (Police/Fire/Ambulance) on '000' or '112' (from a mobile) prior to initiating the Critical Incident Management Policy.

In the event of an emergency, do not delay - call Emergency Services immediately.

3. First Aid Assistance

In the event that First Aid is required (and where the incident has not been deemed Critical and/or an Emergency), staff should contact Reception during business hours in the first instance to identify and contact the local NextEd First Aid Officer. The reception is also where a First Aid kit is available.

In the event that First Aid is required (and where the incident has been deemed Critical and/or an Emergency), follow the Critical Incident Management Policy.

4. Critical Incident Management Team (CIMT)

The Critical Incident Management Team is responsible for the management and communication of all Critical Incidents for NextEd. However, this should not limit the actions of staff members in the event of an emergency where contact with a member of the Critical Incident Management Team cannot be immediately made.

At least one member of the Critical Incident Management Team is often on-site during business hours (Monday-Friday 0900-1800). However, as NextEd has nearly 30 worksites, in the event they are not contactable, staff members should call another member of the Critical Incident Management Team. The Critical Incident Management Team is collectively on call 24hrs/7 days.

Title	Name	Contact Number
CEO/PEO	Mark Kehoe	+61 407 900 538
General Manager - Domestic	Lisa Qu	+61 412 459 435
General Manager - International	Roxana Ene	+61 420 908 491
Go Study Australia	Ilenia Amore	+61 474 816 498
Head of People & Culture	Emma Thompson	+61 405 313 700
General Manager, Group Quality, Accreditation & Compliance	Eve Ollerenshaw	+61 424 141 279

5.   Initial Actions

The Critical Incident Management Team's initial actions include:

a.   Determining the impact of the incident and potential risks and identifying immediate needs and appropriate support.
b.   Obtaining student details such as ID, contact numbers, address and next of kin.
c.   Determining if the student is under 18 and/or residing with a college-approved homestay family. If so, then direct contact should be made with the student.
        If unable to get a response to attempted phone, email or SMS contact, the police should be contacted to visit the premises to check on the welfare of the student.
d.   Ensuring an Incident Accident Hazard Report has been submitted.
e.   Notifying the Marketing Officer/Media Officer to handle any media enquiries.
f.   If the incident is a Notifiable Incident (IE. involving Australian Awards Student/s), contact the Department of Foreign Affairs.

Reporting all Notifiable Incidents to the relevant authority:

- SafeWork NSW
- WorkSafe Victoria
- WorkSafe QLD
- WorkSafe WA
- WorkSafe ACT
- WorkSafe Tasmania
- NTWorkSafe

g.   Notifying relevant health authorities of any infectious or public health incident.

6.   Follow up Actions

There is no 'one size fits all' response to Student Critical Incidents and so the particular circumstances of each incident will determine the most appropriate response and follow up actions required.

Incidents involving international students, or those that occur overseas, may require additional support and resources, such as:

a. Engaging translation or interpretation services;
b. Liaising with embassies and consulates to ensure contact with, and support for, the family in the student's home country;
c. Supporting students in their management of overseas student health insurance issues, where appropriate;
d. Establish emergency/temporary accommodation or alternate Homestay Accommodation if required; and
e. Ensuring compliance issues, such as Confirmation of Enrolment and associated visa issues, are attended to promptly.
f. The Tertiary Education Quality Standards Agency (TEQSA) will be notified of any critical incident which constitutes a material breach of safety that impacts on students.

7. Important Services Contact Information

Emergency Services	Contact number
Emergency Services (Police/Fire/Ambulance)	000 (or 112 from a mobile)
National Security Hotline	1800 123 400
Australian Federal Police	(02) 9286 4000; (07) 3222 1222; (02) 5126 9161 (VIC) If you have a general enquiry and do not require police assistance, please call the AFP's National Switchboard on (02) 5126 0000. Hours of operation are: Monday to Friday 8am to 6pm AEST Weekends and Public Holidays 9am to 3pm.
State Emergency Services (all states)	132 500

Property Services	Contact Number
Energy Australia	131 388
Leaking Gas	132 771
Department of Agriculture, Water, and the Environment - regarding water supply	1800 900 090

Health Services	Contact Number
NATIONAL	
Lifeline	13 11 14
Beyond Blue Counselling Service	1300 224 636
Domestic Violence and Sexual Assault Helpline	1800 200 526
Abortion & Grief Counselling	1300 363 550

Alcoholics Anonymous Australia	1300 222 222
Crisis Pregnancy	1800 650 840
Poisons Information Centre	131 126
Medical Centre – Travelers Medical & Vaccination Centre (TMVC)	(02) 9221 7133, (03) 9347 7132, (07) 3815 6900

Sydney Specific	
Hospital – Royal North Shore Hospital	(02) 9926 7111
Hospital – Sydney Hospital	(02) 9382 7111
Mental Health Information	(02) 9816 5688
Medical Centre – Chinatown Medical Centre	(02) 9212 0228
Medical Centre – Haymarket Medical Centre and Dental Clinic	(02) 9283 2744
Health Direct (24hr Health Advice line)	(02) 9361 8000
Alcohol & Drug Information NSW	1800 022 222
Rape Crisis Centre NSW	1800 424 017

Melbourne Specific	
Hospital – Royal Melbourne Hospital	(03) 9342 7000
Medical Centre – City Medical (Melbourne)	(03) 9098 7480
Alcohol & Drug Information VIC	1800 888 236
Sexual Assault Crisis Line (Victoria)	1800 806 292
Vic. Gov. Health Info. Psychiatric triage Inner East LGA	1300 558 862

Brisbane/Southport/Cairns Specific	
Brisbane Police Communication Centre	3364 6464
Emergency First Aid Service	0500 555 912
Ambulance Service Enquiries	3247 8200
Fire & Rescue Service Enquiries	324708100
Mater Hospitals 301 Vulture St South Brisbane	3840 8111
Prince Charles Rode Rd Chermside 4032	3350 8111
Princess Alexandra Ipswich Rd Woolloongabba 4102	3240 2111
RBWH Herston Rd Herston 4006	3636 8111
QE II Hospital Kessels Rd Coopers Plains 4108	3275 6111
Wesley Hospital Coronation Drv (cnr Chasely St) Auchenflower 4066	3232 7000
DIBP - Ground Floor, 299 Adelaide Street	131 881
Non-urgent medical help	13 HEALTH (13 43 25 84)
Varsity Lakes Day Hospital 2 Lake Street, Varsity Lakes, QLD, 4227	(07) 5619 0600

Gold Coast University Hospital   1300 744 284
      1 Hospital Blvd, Southport, QLD, 4215

Robina Hospital
2 Bayberry Lane, Robina, QLD, 4226   (07) 5668 6000
Southport Health Precinct - 16-30 High St
Robina Health Precinct- 2 Campus Cres

Cairns and Hinterland Hospital and Health Service 165 The
Esplanade, QLD 4870   07 4226 6000

Cairns Central Medical Centre
Cairns Central Shopping Centre, Shop 112a/1-21 McLeod   07 4031 3717
St, Cairns City QLD 4870

Cairns Travel Clinic
15 Lake St, Cairns City QLD 4870   07 4041 1699

Cairns 24 Hour Medical Centre - BULK BILL
156 Grafton St | Corner Florence & Grafton Sts, Cairns City   0740521119
QLD 4870

Adelaide Specific	
Mental health emergency	13 14 65
Calvary Adelaide Hospital 120 Angas St, Adelaide SA 5000	08 8227 7000
East Adelaide Medical Centre 50 Hutt St, Adelaide SA 5000	0882109444
Women's Information Service	1800 188 158 or 8303 0590
Domestic Violence Crisis Line	1800 800 098
Alcohol and Drug Information Service	1300 13 13 40
Yarrow Place **Responding to adult rape and sexual assault.**	1800 817 421 or 8226 8777 (24 hours)
Perth Specific	
St John of God Mt Lawley Hospital Corner Ellesmere Rd & Thirlmere Road, Mount Lawley WA 6050	08 9370 9222
Royal Perth Hospital Victoria Square, Perth WA 6000	08 9224 2244
Central City Medical Centre 14/378 Wellington St, Perth WA 6000	08 9225 1188
ACT Specific	
Canberra Hospital Emergency Department Yamba Dr, Garran ACT 2605	02 5124 0000
Sonic HealthPlus Canberra level 1/12 Furzer St, Phillip ACT 2606	02 6112 8111
Phillip Community Health Centre 17 Corinna St, Phillip ACT 2606	02 5124 9977

Other Services	Contact Number
Department of Home Affairs	131 881

Attorney-General's Department - Anti-Discrimination	02 6141 6666
Medibank Private – Overseas Student Health Cover (OSHC)	132 331
Translating and Interpreting Service (24 hours per day, 7 days per week)	131 450

8.   Student Communication (responding to a Critical Incident)

A student of NextEd may inadvertently be involved (either directly or indirectly) in a Critical Incident.

Students are required to be familiar with the NextEd and local college Policies and the content of their Student Handbook. Access to the Handbook is provided to students on their first day. They are also briefed during the student orientation session about important information in the event of an incident.

Underage International students are also directed to the U18 International Students Guideline and its conditions.

9.   Staff Communication (responding to a Critical Incident)

As a staff member of NextEd, you may inadvertently be involved in and/or be one of the first people notified of a Critical Incident.

All staff, including sessional or casual staff, have a duty of care to our colleagues, students and visitors. By familiarising yourself with this Policy, including the Flow Chart and Emergency Contact Numbers, all staff can assist in the event of an incident, particularly if students or visitors are under 18 years old.

Access to the NextEd Workplace Health & Safety Management Plan and the NextEd Critical Incident Management Policy are provided to new staff on their first day of employment. A copy is also available at relevant receptions. Information is also included in the NextEd Employee Handbook and via the NextEd Intranet.

10.   Critical Incident - Initial Staff Response Procedures

a.   The staff member involved in and/or the first person notified of a Critical Incident is to assess the situation and consider any apparent risks to their own safety and the safety of others. Provided there is no threat to personal safety, the staff member will take steps to minimize further damage or injury which may involve the assistance of willing bystanders.

b.   If a staff member or approved homestay family becomes aware of a Student Critical Incident involving an international Student under 18 years of age, the incident must be reported in accordance with this policy, while ensuring that at all times appropriate ongoing welfare arrangements are in place.

c.   Where the staff member considers a critical incident to be apparent or likely, they must alert a member of the Critical Incident Management Team and/or the Emergency Services in the event of an emergency.

d.   Communication in this instance is to be undertaken immediately and must involve direct dialogue – do not leave voice messages, text messages, and/or emails.

e.   The Critical Incident is to be reported to the CEO, as soon as reasonably practical.

11.   Critical Incident - Critical Incident Management Team Procedures

a.   Once a Critical Incident is reported to a Critical Incident Management Team member, they will then assume the responsibility (or when not possible, delegate to a responsible staff member) for reassessing the incident and manage any matters requiring immediate action.

b.   Contacting other staff and/or emergency service providers;

c.   Establishing clear lines of communication with relevant persons;
d.   Informing the CEO.
e.   As soon as reasonably practical, the Critical Incident Management Team member will prepare a Critical Incident Form outlining details of the incident.
f.   This will lead to a review of the incident, set priorities, allocate tasks/responsibilities and coordinate an immediate response including communications (to staff, students, and stakeholders of those involved in the incident).
g.   Following the Incident, a Critical Incident Feedback Form is to be completed as soon as reasonably practical.
h.   Completed Critical Incident Form and Critical Incident Feedback Form should be submitted to the CEO.
i.   Students and staff members most closely involved in the Student Critical Incident will be identified, contacted and offered appropriate support services.
j.   The wellbeing of students and staff adversely affected will continue to be monitored, with debriefing sessions arranged, if required. Chaplains, religious leaders or others may be consulted for additional support and guidance.
k.   Staff involved in management of student critical incidents will also be offered counselling or other support services.

12.   Additional Matters for Consideration in the Event of a Student Death

a.   In the event of the death of a student, the relevant police authorities will inform the next of kin. No contact by the NextEd representatives should occur until official notification has occurred. In the case of an international student, the CEO (or nominee) will make contact with the relevant Embassy. The CIMT may be required to identify support to assist with funeral arrangements, repatriation of the body, packing up of the student's possessions and other matters as required.

b.   Appropriate levels of support will be offered regarding memorial services or funeral arrangements, particularly where students are from interstate or overseas.

The CIMT will:

1.   Coordinate letters of condolence.
2.   Notify relevant Student Administration Services, where relevant, so that student records are amended, and other student administration (such as fee refunds) can be attended to.

13.   Media Enquiries (Following Critical Incident)

In most instances, NextEd prefers not to issue a press release in relation to a Critical Incident. All staff are advised not to communicate any Critical Incident matters to media and to refer any media enquiries directly to the CEO.

14. Critical Incident Recovery Timeline

The successful management and recovery from a Critical Incident depends on all staff involved and/or aware of the incident taking appropriate action and providing support during and after the incident. Though no two Critical Incidents are the same, below is a general guideline:

Immediately (and within 24 hours)

    i)   Ensure the safety and welfare of staff and students and arrange for first aid if necessary;
    ii)   There possible notify the time and place of the debriefing to all relevant persons;
    iii)   Set up a recovery room;
    iv)   Gather the facts relating to the incident including persons/witnesses involved;

   v)   Keep staff, students, and/or parents informed.

Within 48-72 hours

   i)   Arrange counselling as needed;
   ii)   Provide opportunities for staff and/or students to talk about the incident;
   iii)   Provide support to staff and helpers;
   iv)   Restore normal functioning as soon as possible;
   v)   Keep designated emergency contact

Within the first month

   i)   Arrange a memorial service, if appropriate;
   ii)   Encourage parents to participate in meetings to discuss students' welfare;
   iii)   Identify behavioral changes and the possibility of post-traumatic stress disorder and refer to Health
           Contacts for Mental Health Services;
   iv)   Monitor the progress of hospitalised staff or students;
   v)   Monitor mental and physical health of all helpers;
   vi)   Debrief all relevant people.

In the longer term

   i)   Monitor staff and students for signs of delayed stress and the onset of post-traumatic stress disorder –
           refer for specialised treatment;
   ii)   Provide support if needed;
   iii)   Plan for and be sensitive to anniversaries, inquests and legal proceedings;
   iv)   Access specialist support if needed.

15. Critical Incidents Procedures

Though no two incidents are the same, and it is almost impossible to anticipate every potential Critical Incident possible, the Critical Incidents Procedures listed below are designed to provide guidance to staff members in dealing with the more common Critical Incidents that may be encountered by staff, students, and visitors to the NextEd Group colleges.

Whenever responding to a Critical Incident, staff should always ensure that their own safety and the safety of others is not compromised in responding to an incident.

A Flow Chart to assist decision making

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           ┌─────────────────────────┐
           │  Possible Critical      │
           │  Incident identified    │
           └───────────┬─────────────┘
                       │
           ┌───────────┴─────────────┐
           │  Evaluate the safety    │
           │  of everyone near or    │
           │  impacted               │
           └───────────┬─────────────┘
            ┌──────────┴──────────┐
    ┌───────┴────────┐   ┌─────────┴────────┐
    │ Critical        │   │ Possible Critical │
    │ Incident        │   │ Incident could    │
    │ identified      │   │                   │
    └──┬──────────┬──┘   └─────────┬─────────┘
       │          │                │
   ┌───┴───┐  ┌───┴───┐        ┌───┴───┐
   │Contact│  │Contact│        │Contact│
   └───┬───┘  └───┬───┘        └───┬───┘
       └─────┬────┘                │
       ┌─────┴──────┐        ┌──────┴───────┐
       │ Follow     │        │ Risk         │
       │ Procedures │        │ Assessment   │
       │ in CI      │        │ of near-miss │
       └─────┬──────┘        └──────┬───────┘
             └─────────┬────────────┘
                 ┌─────┴──────┐
                 │ CI review  │
                 │ by NextEd  │
                 │ Executive  │
                 └────────────┘
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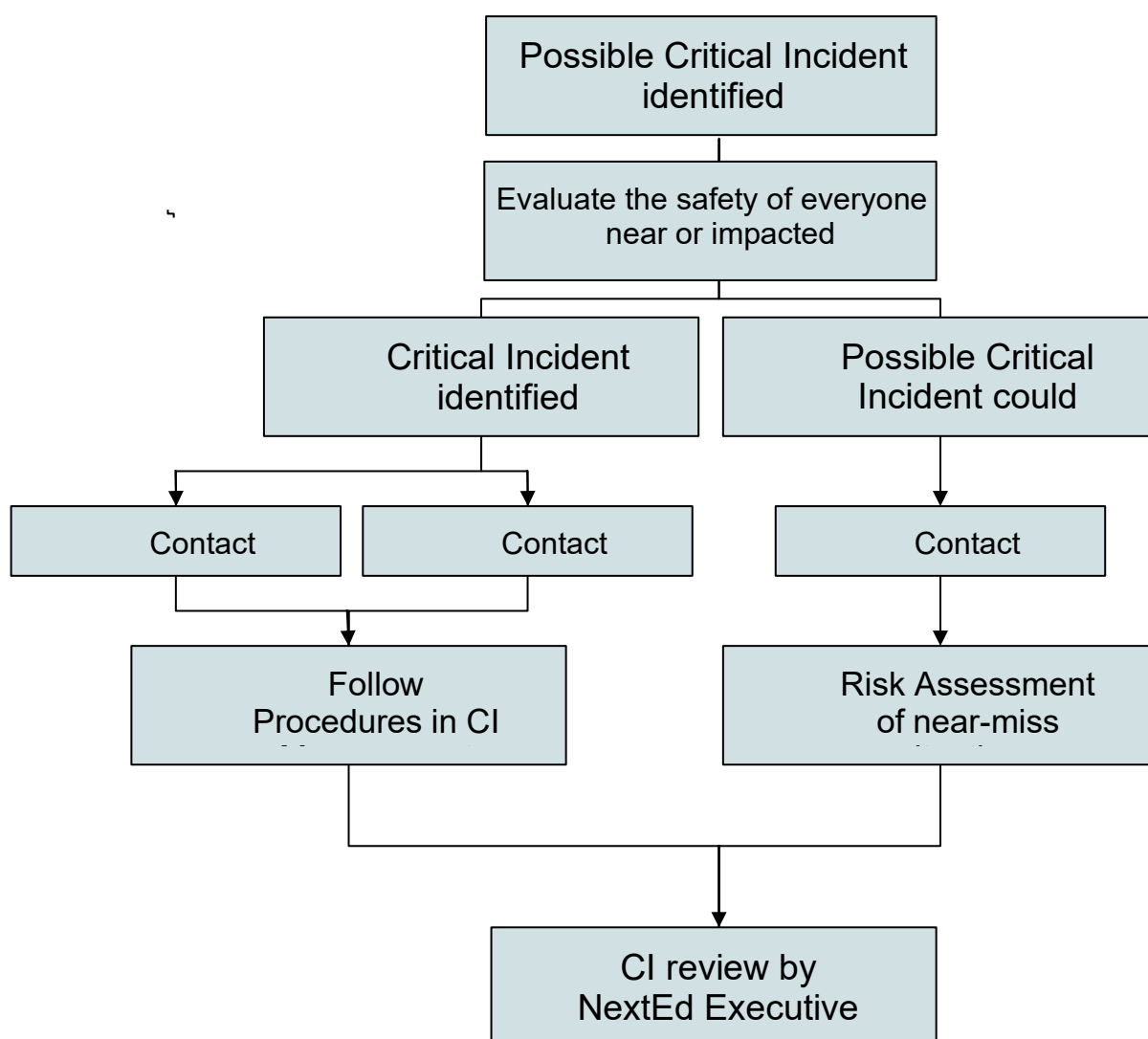
16. Campus Evacuation

In the event of a fire, gas leak, bomb threat, building damage, and/or other hazard, it may be necessary for the total evacuation of staff, students, and visitors from the campus.

If a staff member or student notices an event that may necessitate the evacuation of the campus, they should:

a.   Immediately report the event to a member of the Critical Incident Management Team;

b.   The staff member should ensure that other individuals are removed from the area. If any students are under 18 years of age, they are to be allocated to another staff member for constant supervision.

c.   The Critical Incident Management Team member will assess the severity of the incident to determine whether or not Emergency Services (Police/Ambulance/Fire) should be notified, and whether a campus evacuation should be initiated;

d.   If an evacuation is ordered, and/or the evacuation alert sound, all staff should assist the evacuation of the campus in an orderly manner using both the west/east side fire exists and proceed to the assembly area designated to await further instructions;

e.   The Critical Incident Management Team member will be available to liaise with Emergency Services upon their arrival to assist as requested;

f.   No one is to re-enter the campus until approved to do so by the Emergency Services and/or the Critical Incident Management Team.

17. Fire

The campus has an Emergency Warning System (EWS) Panel which is activated by the Fire Indicator Panel should a Smoke Detector or Sprinkler head activate. The Fire Indicator Panel indicates which detector or sprinkler has been activated.

If a staff member or student notices a fire and/or smoke they should:

a.   Assess whether or not the matter requires urgent intervention. If so, Emergency Services (Fire) should be called immediately as well as a member of the Critical Incident Management Team; The caller should provide:
    i.   Location
    ii.   Nature of emergency
    iii.   Their name
    iv.   Have someone meet the Emergency Services where possible

b.   The Critical Incident Management Team will initiate assistance as required and await response from Emergency Services, and determine whether a campus evacuation should be initiated;

c.   In preparation for an evacuation, if any students are under 18 years of age, they are to be allocated to a specific staff member for constant supervision.

d.   If an evacuation is ordered, and/or the evacuation alert sounds, all staff should assist the evacuation of the campus in an orderly manner using both the west/east side fire exists and proceed to the designated assembly area to await further instructions;

e.   The Critical Incident Management Team member will be available to liaise with Emergency Services upon their arrival to assist as requested;

f.   No one is to re-enter the campus until approved to do so by the Emergency Services and/or the Critical Incident Management Team.

18. Bomb Threat

A bomb threat claim could be received in a number of ways including but not limited to phone call, letter, graffiti, and/or in person. All bomb threats and those that threaten the welfare of the staff, students, and visitors should be taken seriously.

If a staff member or student receives a threat notice they should:

a.   1. If receiving the threat by phone call, collect as much information about the threat as possible including

b.   Keep the caller on the phone as long as possible and record the caller's comments word by word;

c.   Listen carefully for background noises, speech mannerisms, accent, etc. which might give a clue to the age, sex and location of the caller;

d.   Try to ascertain the whereabouts, timing, and type of threat.

e.   Immediately report the threat to a member of the Critical Incident Management Team (including the information noted);

f.   The Critical Incident Management Team member will assess the severity of the incident to determine whether or not Emergency Services (Police/Ambulance/Fire) should be notified, and whether a campus evacuation should be initiated;
    (i)   In preparation for an evacuation, if any students are under 18 years of age, they are to be allocated to a specific staff member for constant supervision.
    (ii)   If an evacuation is ordered, and/or the evacuation alert sounds, all staff should assist the evacuation of the campus in an orderly manner using both the west/east side fire exists and proceed to the designated assembly area to await further instructions;
    (iii)   All staff, students, and visitors should be advised to take all personal belongings but not to touch anything that does not belong to them;

(iv)   The Critical Incident Management Team member will be available to liaise with Emergency Services upon their arrival to assist as requested;

(v)   No one is to re-enter the campus until approved to do so by the Emergency Services and/or the Critical Incident Management Team.

19. Intruder

With varying numbers of students, staff, and visitors who frequent the premises on any given day, staff should always be vigilant and aware of any unfamiliar person on campus.

If a staff member or student notices an intruder (or someone acting suspiciously), they should:

a.   Immediately report the intruder to a member of the Critical Incident Management Team (including the intruders whereabouts on the campus, clothing, activities, and whether there is any potential direct threat to persons and/or property);

b.   The Critical Incident Management Team member will assess the severity of the incident to determine whether or not Emergency Services (Police) should be notified, and how/if the intruder should be removed from the campus.

20. Medical Emergencies

In the event of a medical emergency, staff must take every reasonable action to ensure that the affected individual is properly cared for.

If a staff member or student notices an individual with a medical emergency, they should:

a.   Assess whether or not the matter requires urgent intervention. If so, Emergency Services (Ambulance) should be called immediately as well as a member of the Critical Incident Management Team; The caller should provide:
   I.   Location
   II.   Nature of emergency
   III.   Their name
   IV.   Name of person meeting the Emergency Services, where possible

b.   The Critical Incident Management Team will initiate assistance as required and await a response from Emergency Services;

c.   Whilst waiting for the arrival of Emergency Services, staff should take initial care of a person by administering the following basic first aid:
   I.   Maintaining a clear airway;
   II.   Check breathing; and circulation;
   III.   Remain with the affected individual until help arrives.

21. Personal Safety Issues

Though Australia is a comparatively safe place to live and has relatively low crime rates, individuals must still take precautionary measures to safeguard their health and wellbeing.

Personal safety issues may include, but are not limited to muggings, theft, sexual harassment, sexual assault, assault, and/or threats.

If a staff member or student notices an individual with a personal safety issue, they should:

a.   Assess whether or not the matter requires urgent intervention. If so, Emergency Services (Police and/or the Ambulance) should be called immediately as well as a member of the Critical Incident Management Team;

b. The Critical Incident Management Team will initiate assistance as required and await a response from Emergency Services;

c. Whilst waiting for the arrival of Emergency Services, staff should take initial care of the affected person:

d. Depending on the nature of the personal safety issue, further support and counselling may need to be applied.

22. Missing Persons

An individual may intentionally or not become uncontactable prompting questions on their whereabouts from family, friends, and associates close to them.

If a staff member or student identifies an individual as missing or lost, they should:

a. Determine that the individual is indeed missing or lost; If the individual is under 18, notify a member of the Critical Incident Management Team immediately;

b. Compile as much information as possible about the individual (name, possible location, physical description, when they were last seen, any friends or other contact persons who may be able to verify, etc.);

c. Notify a member of the Critical Management Team (with this information) who will then make a decision on contacting the Police;

d. The Critical Management Team should then take steps to contact the family of the individual.

23. Death

The death of an individual is always distressing for family, friends, and those associated. This can be further compounded if the death occurs in a foreign country (like many NextEd students) which can involve complications such as organising the funeral, repatriation, and other administrative arrangements and formalities.

If a staff member or student identifies an individual as deceased, they should:

a. Determine that the individual is indeed deceased (and not in need of emergency medical treatment);

b. Assess whether or not the matter requires urgent intervention. If so, Emergency Services (Police and/or the Ambulance) should be called immediately as well as a member of the Critical Incident Management Team;

c. The area should be made secure to reduce disturbance to the scene, and to reduce possible contact of the deceased with other individuals;

d. The Critical Incident Management Team will initiate assistance as required and await a response from Emergency Services;

e. The Critical Incident Management Team will initiate contact with the individual's family (or next of kin), and work with relevant Government and private officials;

f. The CEO will release communications to staff, and students of AIT and advise them of counselling and support services available.

Example Flow Chart:

CHIEF WARDEN FLOW CHART
On becoming aware of an incident

Proceed to the Control Point (CP) to determine type & location of incident

Contact incident area & request an investigation is carried out

Advise other areas that the incident is being investigated

INCIDENT ← **Wardens Report** → **NO INCIDENT**

INCIDENT branch:

Direct wardens in the effected area to commence

Direct evacuation of other areas as required

Advise other Wardens of the situation

Stand by at the CP to receive reports on the status of the evacuation from Wardens

Ensure Emergency Service has been notified

For multi level buildings direct evacuation of 2 floors above & 1 below in the first instance

Secure Lifts if installed

Brief Emergency Service of status of evacuation on their arrival

NO INCIDENT branch:

Advise all areas of false alarm. Wardens in affected area to stand by. All other Wardens to stand down.

Brief Emergency Service on actions taken on their arrival

Please note:
- Keep all conversations short & to the point.
- The 'Status of Evacuation' could include:
  → 'All Clear'
  → 'Persons with impairments'
  → 'Person/s refusing to comply'

24. Publication

This procedure is published on each NextEd education provider's website and LMS to ensure students have up-to-date and accurate information publicly available to them.

3. Reference and Supporting Information

Change History

Version	Approval date	Department	Approved by	Change
V1.0	19 June 2017	Group Accreditation & Compliance	Group Manager	Development of Group Policy replacing existing entity level policies
		Technology & Design Division	General Manager	
V1.1	24 May 2018	Group Accreditation & Compliance	Compliance Manager	Update to key support contacts
		Technology & Design Division	General Manager	
V1.2	24 April 2019	Group Accreditation & Compliance	Group Manager	Update to key support contacts
		Technology & Design Division	General Manager	
V1.3	10 October 2019	Group Accreditation & Compliance	Compliance Manager	Update to new template and update contact details
		Technology & Design Division	General Manager	
V1.4	25 July 2021	Group Quality, Accreditation & Compliance	General Manager	Update to address new flow chart and under 18 y/o specifics
		Technology & Design Division	General Manager	
V2.0	30 August 2022	Executive General Manager - Group Quality, Accreditation & Compliance		New iCollege template Inclusion of services near all colleges
V02/23	24 February 2023	Executive General Manager - Group Quality, Accreditation & Compliance		New NextEd template
V05/23	18 May 2023	Executive General Manager - Group Quality, Accreditation & Compliance		Update CIMT member list and contact details
V07/23	30 June 2023	Executive General Manager - Group Quality, Accreditation & Compliance		Update logos and footer address
V2.1	04 September 2023	Executive General Manager - Group Quality, Accreditation & Compliance		Update Sero & Celtic logos and check currency

V2.2	16 January 2025	General Manager - Group Quality, Accreditation & Compliance	Updated CIMT information
V2.3	4 March 2025	General Manager - Group Quality, Accreditation & Compliance	Updated CIMT information
V2.4	24 July 2025	General Manager - Group Quality, Accreditation & Compliance	Updated CIMT information

4.   Appendix A – Bomb Threat Checklist

Bomb threat checklist

Person receiving the call

Initial actions:

1. Stay calm	Do not hang up – treat the call as authentic – the objective is to gather as much information as possible.
2. Keep the caller talking	The longer the caller is on the line, the greater the opportunity to extract information. *"I'm sorry, I can't hear you, you will have to speak up". "Look I'm sorry, I don't know what you're talking about".*
3. Time	Note the time that the call is received
4. Record details	Record the details of the call – use the Bomb Threat Checklist Form.

Useful questions to ask:

WHICH	- building on campus are you talking about?
WHEN	- is the bomb going to explode?
WHERE	- exactly is the bomb?
WHAT	- does it look like?
WHAT	- will make it explode?
WERE	- you the person who put it there?
WHY	- are you doing this?
WHO	- are you?

Important actions after the call:

1. Write down the EXACT wording of the threat
2. Immediately (and discreetly) notify Security
3. Complete the following Bomb Threat Checklist Form and hand to Security

Caller's voice:

Accent *(specify)*: ....

Voice *(loud, soft, etc)*: ....

Speech *(fast, slow, etc)*: ....

Diction *(clear, muffled)*: ....

Manner *(calm, emotional, etc)*: ....

Did you recognise the voice?..

If so, who do you think it was?..

NextЕd
Group

Threat language:

Well spoken: ....

Incoherent: ....

Irrational: ....

Taped: ....

Message read by caller: ....

Abusive: ....

Other: ....

Background noise:

Street noise: ....

House noise: ....

Aircraft: ....

Voices: ....

Local call: ....

Music: ....

Machinery: ....

STD: ....

Other: ....

Sex of caller: ....   Estimated age: ....

Call taken:

Date: ....   Time: ....

Duration of call: ....   Number called: ....

Recipient:

Telephone number: ....

Name (print): ....

Signature: ....

[Bomb threat checklist]