24-HOUR EMERGENCY CONTACT AND RESPONSE PROCEDURE

Under 18s Study Tours and Junior Programs

1. Policy Statement

The purpose of this process is to ensure that The Lan-Grove Office Training Centre Pty Ltd trading as The Sydney Business and Travel Academy, SBTA Culinary Institute, SBTA Community Care and The Sydney English Language Academy (collectively referred to as "The Academy") maintains a clear, accessible and reliable 24-hour emergency contact system for students under 18 years of age participating in short-term study tours and summer camp programs.

The Academy recognises that students, parents, supervisors and accommodation providers must have access to immediate support at all times in the event of emergencies or urgent welfare concerns.

This process ensures timely response, escalation and communication outside normal operating hours.

2. Scope

This process applies to:

- All students aged 12–17
- Program supervisors and staff
- Group leaders
- Parents or guardians
- Designated responsible adults and accommodation contacts, including independently arranged homestay hosts

It applies during:

- Program activities
- Excursions
- Urgent welfare and child safety concerns arising in independently arranged accommodation
- Transport between venues
- Evening and overnight emergencies requiring Academy assistance or escalation

Where students reside in homestay accommodation independently arranged by their parents, legal guardians, overseas schools or authorised travel organisers, The Academy does not undertake routine accommodation management or overnight supervision unless separately agreed in writing. The Academy will maintain its 24-hour emergency contact arrangements and respond appropriately to urgent safety or welfare concerns brought to its attention.

Where accommodation is arranged directly by The Academy or through an accommodation provider contracted by The Academy, supervision, welfare monitoring and emergency response responsibilities will be determined by the approved accommodation arrangements, written agreements and applicable child safety requirements.

The Academy will ensure that the responsible accommodation provider, designated supervising adult and emergency contacts are clearly identified and that appropriate arrangements are in place before students commence their stay.

3. Emergency Contact System Overview

The Academy maintains a dedicated emergency contact system operating 24 hours per day while students are participating in Academy programs.

The system ensures:

- Immediate access to responsible Academy personnel
- Clear escalation pathways
- Rapid response to critical incidents
- Consistent communication with parents and authorities where required

The emergency contact system supplements, but does not replace, emergency services (000).

4. Primary Emergency Contact Numbers

Each student will be provided with a Student Safety Card containing:

- 24-hour Academy emergency phone number
- Lead Supervisor contact number
- Program Coordinator contact number
- Accompanying group leader's contact number, where applicable.
- Emergency services number (000)

Students must carry this card at all times during excursions and travel.

Before each study tour commences, the Program Coordinator must confirm that the designated 24-hour emergency telephone number is operational, monitored and accessible throughout the program.

The Academy must maintain a designated primary emergency contact and a secondary backup contact for each study tour. Contact details must be provided to students, parents/legal guardians, accompanying group leaders and relevant accommodation providers before program commencement.

Emergency contact details must be checked and updated whenever the responsible personnel change.

The Academy will maintain records of each student's independently arranged accommodation address, homestay host contact details, parent/legal guardian contact information and designated responsible adult's contact details for emergency purposes.

5. Roles and Responsibilities

Lead Supervisor (Primary Contact)

The Lead Supervisor is responsible for:

- Acting as the primary emergency contact during assigned duty periods and ensuring that a designated, appropriately briefed backup contact is available when the Lead Supervisor is unavailable or off duty.
- Responding immediately to emergency call
- Assessing urgency of situations
- Providing immediate support or instructions
- Escalating incidents where required

Program Coordinator (Secondary Contact)

The Program Coordinator provides backup support and is responsible for:

- Coordinating incident response
- Communicating with CEO where required

- Managing parent communication
- Supporting supervisors with decision making

Chief Executive Officer (Escalation Contact)
The CEO must be contacted for:
- Serious incidents
- Hospitalisation
- Police involvement
- Missing students
- Situations involving significant risk or reputational impact.

Emergency Support and Accommodation Responsibilities
Where homestay accommodation is independently arranged, the designated responsible adult is responsible for the student's supervision outside scheduled Academy activities, in accordance with the arrangements agreed with the parent/legal guardian.
The Academy's 24-hour emergency contact arrangements do not constitute routine overnight supervision or management of independently arranged accommodation. However, The Academy will respond appropriately to any urgent child safety or welfare concerns reported to it.

6. When to Use the Emergency Contact Number

The emergency contact process must be used for situations including:
- Medical emergencies or illness
- Missing or separated students
- Behavioural incidents posing safety risk
- Safety or welfare concerns arising in independently arranged homestay accommodation or other accommodation used by students
- Transport incidents
- Welfare concerns after hours
- Any situation where immediate guidance is required

Non-urgent issues should be reported during normal program hours.

7. Emergency Contact Process (Step-by-Step)

Step 1 – Immediate Safety
If there is immediate danger:
- Call emergency services (000) first.
- Then notify the Academy emergency contact.

Student safety always takes priority.

Step 2 – Contact Lead Supervisor
The person reporting must:
- Call the 24-hour emergency number.
- Provide clear details of the situation.
- Remain available for instructions.

Information required:
- Name of student
- Location
- Nature of emergency
- Current safety status
- Contact details of caller.

Step 3 – Assessment and Response
The Lead Supervisor will:

- Assess severity of situation.
- Provide immediate advice.
- Attend location if required.
- Notify Program Coordinator.

Step 4 – Escalation
Where an incident involves serious risk to a student's safety or wellbeing:

- Emergency services (000) must be contacted immediately where there is an immediate threat to safety.
- The Lead Supervisor must notify the Program Coordinator immediately.
- The Chief Executive Officer must be notified promptly of serious incidents, including missing students, hospitalisation, police involvement, suspected abuse or significant safeguarding concerns.
- Any suspected child abuse, neglect, exploitation or serious misconduct must be managed under The Academy's Child Protection and Child Safety Policy and reported to the relevant authorities where legally required.
- Staff must not delay emergency assistance or mandatory reporting while awaiting management approval.

Step 5 – Parent / Guardian Communication
Parents or guardians will be contacted as soon as practical where:
- Medical treatment is required
- Student safety is at risk
- Police or emergency services are involved
- Incident significantly impacts student wellbeing

Communication will be factual and clear.

8. After-Hours Emergencies and Independently Arranged Accommodation

Where accommodation is independently arranged by parents, legal guardians, overseas schools or authorised travel organisers, The Academy does not undertake routine overnight supervision or accommodation management unless separately agreed in writing.

Where an emergency or urgent welfare concern occurs outside scheduled Academy activities:

- Emergency services (000) must be contacted immediately where there is an immediate threat to safety.
- Students, homestay hosts or designated responsible adults may contact The Academy's 24-hour emergency contact number for urgent assistance.
- The Lead Supervisor will assess the situation, provide appropriate assistance and notify the Program Coordinator where necessary.
- Parents/legal guardians and designated responsible adults will be contacted promptly where appropriate and safe.
- Serious child protection concerns will be managed in accordance with The Academy's Child Protection and Child Safety Policy and applicable reporting requirements.
- All incidents and actions taken must be documented.

The Academy will respond appropriately to reported child safety concerns regardless of whether they occur during scheduled activities or within independently arranged accommodation.

9. Student Use of Emergency Contact

Students should use the emergency contact number if:
- They become separated from the group
- They feel unsafe
- They experience medical concerns
- They are unsure what to do in a situation

Students must never hesitate to call in emergencies.

Missing or Separated Students
If a student becomes missing or separated from their group, supervising staff must immediately activate The Academy's missing-student response procedure, assess the circumstances and take appropriate protective action.

Police must be contacted immediately where there is reason to believe the student is in danger or their safety cannot be reasonably assured. There is no requirement to wait for a specified period before reporting a missing child.

The Program Coordinator and Chief Executive Officer must be notified promptly. Parents/legal guardians must be informed as soon as appropriate, taking into account the student's safety and any instructions from Police or child protection authorities.

10. Communication Records

All emergency calls must be documented, including:
• Time of call
• Person contacting
• Nature of issue
• Actions taken
• Outcome

Records must be maintained with incident documentation.

11. Training and Awareness

Before each study tour commences:

- Staff must be briefed on emergency contact and escalation procedures.
- Students must receive an age-appropriate safety briefing.
- Parents/legal guardians must receive the relevant emergency contact information.
- Accompanying group leaders, accommodation providers and designated responsible adults must be informed of applicable emergency arrangements.
- The Program Coordinator must confirm that all nominated emergency contacts understand their responsibilities.

Staff must understand the distinction between The Academy's supervision responsibilities during scheduled program activities and the responsibilities of designated adults supervising students outside those activities.

12. Review

This process will be reviewed annually or earlier if:
• A critical incident occurs
• Communication failures are identified
• Operational review recommends improvement

Author

Name: Jane Koch

Title: Chief Executive officer

Signature: *Jane Koch*

Date: 23 October 2026

Version Control Table

Version No.	Author	Date developed/ updated	Approved by & date:	Effective date	Summary of changes
1.0	Jane Koch, CEO	13/02/2026	Marcela Haddad, PEO	13/02/2026	Initial creation
1.1	Jane Koch, CEO	23/10/2026	Marcela Haddad, PEO	23/10/2026	Updated accommodation references to include independently arranged homestays and clarified after-hours emergency and supervision responsibilities.