CRITICAL INCIDENT AND EMERGENCY MANAGEMENT PLAN

Under 18 Short-Term Study Tours and Summer Camp Programs

1. Purpose

The purpose of this Critical Incident and Emergency Management Plan 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") has a structured, coordinated and timely approach to responding to critical incidents and emergency situations involving students under 18 years of age participating in short-term study tours and summer camp programs.

The Academy recognises that when working with minors in unfamiliar environments, rapid and organised response procedures are essential to protect student safety, minimise harm and ensure clear communication with parents, guardians and relevant authorities.

This plan applies to all programs delivered in Queensland and New South Wales involving students aged 12–17 travelling on Visitor Visa (Subclass 600).

2. Definition of a Critical Incident

A critical incident is defined as any sudden, unexpected or serious event that has the potential to cause significant harm, distress or disruption to students, staff or program delivery.

Examples include, but are not limited to:
- Serious injury or medical emergency
- Hospitalisation of a student
- Death of a student or staff member
- Missing or lost student
- Serious behavioural incident or assault
- Natural disaster or severe weather event
- Transport accident
- Fire or building evacuation
- Criminal activity or police involvement
- Mental health crisis
- Any event resulting in significant risk to student welfare

A situation may be classified as a critical incident at the discretion of the Program Coordinator where safety is considered at risk.

3. Duty of Care and Legal Framework

The Academy has a legal obligation under common law duty of care to take reasonable steps to protect students from foreseeable harm and to respond promptly and appropriately when incidents occur.

This plan supports compliance with:
• Work Health and Safety legislation in Queensland and NSW
• Child protection requirements in both jurisdictions
• Insurance and risk management obligations
• Organisational duty of care principles

The safety and wellbeing of students takes priority over operational considerations at all times.

4. Roles and Responsibilities

Chief Executive Officer (CEO)

The CEO holds overall responsibility for critical incident oversight and decision-making. Responsibilities include:

- Providing executive oversight of critical incidents, ensuring appropriate resources and support are available, and approving organisational decisions where required. Immediate emergency assistance and legally required reports must not be delayed while awaiting CEO approval
- Liaising with authorities where necessary
- Communicating with parents or guardians for serious incidents
- Approving media or external communications

Program Coordinator

The Program Coordinator is responsible for operational management of incidents, including:
• Coordinating immediate response
• Ensuring student safety
• Maintaining incident records
• Briefing supervising staff
• Escalating incidents to the CEO

Supervising Staff

Supervisors are responsible for:
• Immediate response and safeguarding students
• Calling emergency services where required
• Providing first aid if trained
• Maintaining supervision of remaining students
• Reporting incidents immediately

5. Immediate Emergency Response Procedures

When an emergency or critical incident occurs, staff must follow the following steps:

Step 1 – Ensure Immediate Safety

The first priority is to ensure the immediate safety of students and staff. Students must be moved away from danger where possible.

Step 2 – Contact Emergency Services

Emergency services (000) must be contacted immediately if there is any risk to life, serious injury, fire, or criminal activity.

Step 3 – Provide First Aid

Where trained staff are available; first aid must be provided until emergency services arrive.

Step 4 – Maintain Supervision

Remaining students must continue to be supervised to prevent further risk or panic.

Step 5 – Notify Program Coordinator and CEO
The Program Coordinator must be informed immediately, who then escalates to the CEO as required.

6. Communication and Notification Procedures

Clear and timely communication is critical during incidents.

Internal Communication
- Supervising staff notify Program Coordinator immediately
- Program Coordinator notifies CEO
- Staff receive clear instructions regarding next steps

Parent and Guardian Notification
Parents or guardians must be informed as soon as practical where:
- A student is injured or hospitalised
- Police are involved
- A student is missing
- There is serious disruption to program activities

Communication must be factual, calm and clear. Speculation must be avoided.

External Communication
Only the CEO or an authorised senior representative may make media statements or official public communications on behalf of The Academy. This restriction does not prevent staff from contacting emergency services, Police, child protection authorities or other relevant agencies when necessary to protect a student or fulfil legal reporting obligations.

7. Missing Student Emergency Procedure

If a student under 18 cannot be located, supervising staff must act immediately.

1. Confirm the student's absence and last known location.
2. Conduct an immediate head count and notify the Program Coordinator.
3. Check the immediate area, contact relevant supervising staff and attempt to contact the student directly, while ensuring other students remain safely supervised.
4. Contact the relevant accommodation provider or designated responsible adult where appropriate.
5. **Contact Police immediately where there are concerns for the student's safety or welfare. There is no mandatory waiting period before reporting a missing child.**
6. Notify the Chief Executive Officer and parent/legal guardian promptly, taking account of safety considerations and any instructions from Police.
7. Continue coordinating with Police and relevant parties until the student is located and their welfare has been confirmed.
8. Record all actions, communications, decisions and follow-up measures in an incident report.

Internal searches, notifications and administrative procedures must not delay urgent Police assistance.

8. Medical Emergency Response

If a student requires urgent medical attention:

- Call emergency services (000)
- Provide first aid
- Accompany student to hospital where necessary
- Ensure remaining students remain supervised
- Contact parents or guardians promptly
- Complete incident documentation

A designated staff member or approved supervisor must remain with or maintain appropriate support for the student, where practicable, until a safe handover to a parent, authorised adult or appropriate healthcare professional has been confirmed.

9. Fire, Evacuation and Environmental Emergencies

In the event of fire, evacuation or environmental hazards:
- Follow venue emergency procedures
- Evacuate calmly to designated assembly points
- Conduct immediate head count
- Follow instructions from emergency services
- Maintain group cohesion and supervision

Students must remain together until clearance is given.

10. Psychological or Emotional Distress

Where a student experiences emotional distress or mental health concerns:
- Remove student from stressful environment where safe
- Provide calm reassurance
- Contact Program Coordinator
- Contact parents or guardians where required
- Arrange professional assistance if necessary

Student wellbeing must be prioritised at all times.

11. Post-Incident Management

Following any critical incident:
- Incident report must be completed within 24 hours
- Timeline of events must be recorded
- Staff debrief must occur
- Support offered to affected students and staff
- Risk controls reviewed and adjusted if required

Where necessary, counselling or additional support may be arranged.

12. Documentation and Record Keeping

The Academy will maintain records including:
- Incident reports
- Witness statements
- Communication logs
- Emergency service references
- Follow-up actions

All records must be stored securely and treated confidentially.

13. Training and Preparedness

All staff involved in supervising minors must receive training covering:
- Emergency response procedures
- First aid awareness
- Child safety obligations
- Incident reporting requirements

Regular briefings must occur before program commencement

14. Policy Review

This plan will be reviewed annually or earlier if:
- A critical incident occurs
- Legislative changes occur
- Review identifies opportunities for improvement

Policy Owner

Name: Jane Koch

Title: Chief Executive officer

Signature: *Jane Koch*

Date: 26 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	13/05/2026	Initial creation
1.1	Jane Koch, CEO	26/10/2026	Marcela Haddad, PEO	26/10/2026	Minor corrections an and formatting change