

1. Purpose

Orange College (OC) is committed to safeguarding the health, safety, and wellbeing of its students, staff, contractors, and visitors. This policy ensures OC can respond effectively to critical or significant incidents affecting life, wellbeing, or safety, whether occurring onsite, during training, or within a work-integrated learning environment.

According to the National Code, OC must have strategies in place to manage critical incidents and documented support mechanisms. This policy is designed to ensure that OC:

- 1) Meets its Duty of Care as an employer and education provider,
- 2) Can respond to a critical or significant incident or event, and
- 3) Meets the requirements of the National Code

The policy is made available to students via the Student Handbook, the college website, and during orientation sessions.

2. Scope and Responsibilities

This policy applies to all OC students (domestic and international), trainers, staff, and other stakeholders involved in the delivery of education and training. It outlines the responsibilities of all parties in responding effectively to critical incidents that may impact student wellbeing, safety, the delivery of training and assessment, and compliance with regulatory obligations.

Responsibilities of each stakeholder include:

- For OC management, ensure that risk mitigation and incident response protocols are in place, communicated, and reviewed regularly
- For OC trainers and assessors, report critical incidents promptly and follow emergency procedures. They are also responsible for supporting students during and after incidents.
- For OC staff, assist in coordinating responses, maintaining incident documentation, and liaising with emergency services and families as appropriate
- For OC students, report critical incidents involving themselves or others, and follow emergency protocols
- For third parties, including contractors, work placement providers, and other partners, provide a safe environment for students, meet relevant legal health and safety obligations, and cooperate with OC in managing any incidents or emergencies that may arise.

This policy also encompasses the College's commitment to ensuring training safety, including the proactive prevention of hazards and risks in the training environment in accordance with legislative and regulatory requirements. This includes the development of protective mechanisms that support the health, safety, and welfare of all students and personnel engaged in education and training with OC.

3. Policy

OC is committed to maintaining a safe, inclusive, and responsive training environment. Critical incidents, whether medical, physical, environmental, or psychological, require a prompt and structured response to minimise harm, preserve wellbeing, and support recovery.

This policy establishes the procedures for:

- Identifying potential critical incidents and training safety risks

- Assigning responsibilities for incident response
- Ensuring compliance with legal obligations and reporting frameworks
- Supporting affected individuals and communities
- Integrating training safety as part of OC's continuous improvement and risk management systems

This policy ensures alignment with relevant standards including the Standards for Registered Training Organisations (SRTOs) 2025, Work Health and Safety legislation, and the ESOS Act 2000 for overseas students. Findings from critical incident reviews are used to inform ongoing risk mitigation strategies and continuous improvement planning across OC.

4. Definitions

Critical Incident Response is a comprehensive, integrated, systematic approach to Crisis Intervention consisting of Core processes that can be applied considering the appropriateness of the specific intervention concerning the event.

Critical Incident is a sudden, unexpected event that causes or is likely to cause significant disruption, distress, or danger to individuals or the learning environment. Examples include but are not limited to:

- Serious injury, illness, or death of a student or staff
- A missing student
- Severe verbal or psychological aggression
- Physical or Sexual assault
- Occupation Health & Safety Risk
- Student or Staff witnessing a serious accident or violent act
- Natural disaster
- Fire, bomb threat, explosion, gas or chemical hazard
- Drug or Alcohol abuse
- Damaging Media attention
- Vocational Placement or Workplace accidents/ incidents
- Issues such as domestic violence, physical, sexual or other abuse; and
- Other non-life-threatening events.

Risk is the likelihood and consequence of injury or harm occurring.

5. Training Safety

OC is committed to delivering training and assessment in environments that prioritise the health, safety, and wellbeing of all stakeholders – including students, trainers, assessors, staff, contractors, and visitors. This section outlines the College's approach to ensuring safe and suitable facilities, equipment, and practices for all training and assessment activities, in accordance with Outcome Standards 1.8 and 4.3 of the Standards for Registered Training Organisations 2025.

This policy does not replace OC's organisation-wide OHS Policy but is a targeted framework to support training safety in both physical and digital learning contexts.

5.1 OC's Commitment to Training Safety

OC upholds a planned and systematic approach to the management of safety within training environments by:

- Identifying and managing hazards and risks associated with classroom-based, workplace-based, and community-based training
- Ensuring suitability and maintenance of all training facilities, equipment, and resources
- Complying with relevant WHS legislation and codes of practice
- Promoting a safety-conscious culture among all members of the training community
- Encouraging open communication and proactive reporting of hazards or safety concerns
- Maintaining clear emergency preparedness procedures including evacuation and first aid

5.2 Risk Identification and Prevention Measures

To manage training safety proactively, OC undertakes the following risk management strategies:

- Routine Hazard and Risk Assessments are conducted on all new or existing training venues, including third-party sites
- Training Venue Suitability Checks are required prior to use and at scheduled intervals
- Workplace Health and Safety Inductions are mandatory for students participating in work-integrated learning or placements.
- Hazard Risk Control Registers are used to monitor hazards, mitigation actions, and outcomes.

5.3 Practical Safety Guidelines

All students, trainers, and assessors are expected to adhere to the following practical safety measures in the training environment:

- Understand and observe all emergency response procedures and evacuation points
- Operate equipment only in accordance with trainer instructions and safety protocols
- Maintain cleanliness and tidiness in learning areas
- Abstain from alcohol, illicit substances, or risky behaviour that compromises safety
- Immediately report hazards, accidents, and near misses to OC staff
- Participate in drills and refresher training on first aid, fire safety, and safe equipment use
- Maintain safe use of computer workstations (to reduce fatigue and strain)
- Observe safe lifting and manual handling practices
- Be aware of psychosocial risks and report concerns such as harassment, excessive workload, or unsafe interpersonal dynamics

5.4 Psychosocial Safety

OC actively promotes psychosocial wellbeing as part of its training safety responsibilities and in line with the following policies:

- [Access and Equity Policy](#)
- [Student Support Policy](#)
- [Student Code of Conduct](#)

6. Emergency Response Procedures

Procedures in Critical Incident Response should consider the actual management of a critical incident across all key phases, including:

- 1) Actions at the time of occurrence or during the incident
- 2) Actions immediately following the incident
- 3) Short-term follow-up actions
- 4) Post-incident review and long-term support

6.1 Critical Incident Response

- 1) The Designated Officer, who is either a direct witness or the first to be informed of the incident or potential incident, shall:
 - a) assume temporary control over the critical incident and assign duties and responsibilities to staff and students as required
 - b) alert the most Senior Staff Member at the first available opportunity
 - c) complete the [Critical Incident Report Form](#) and conduct a handover brief to the Critical Incident Response Team
 - d) Join the Critical Incident Response Team (CIRT), which is responsible for:
 - Implementing this procedure
 - Identifying the cause of the Critical Incident and assessing and controlling any further risk
 - Implementing, monitoring and maintaining risk control measures
 - Regularly monitoring the effectiveness of the Critical Incident risk control measures and rectifying any deficiencies in the procedures
 - Consulting with Staff and Students on Critical Incident practices
 - Liaising with Emergency Response Authorities
 - Liaising with the Department of Employment and Workplace Relations (DEWR), Department of Home Affairs (DOHA), and other relevant agencies
 - Liaising with the overseas student's family, as applicable
 - Ensuring the well-being of Staff and Students following the critical incident
 - Arranging Counselling or Trauma Services following the critical incident

6.2 Critical Incident Response Timeline

- 1) At the time of occurrence and within 24 hours

- a) Identify the cause of the critical incident
 - b) Remove or minimise the cause for a potential further critical incident, if practical
 - c) Ensure the safety and well-being of staff and students
 - d) Ensure injured and traumatised staff and students are provided with appropriate Emergency Care
 - e) Arrange Counselling, Trauma or Religious Services
 - f) Ensure support for staff and students in the event an incident is still continuing
 - g) Keep staff, students, parents, agents and, where necessary, DEWR and DOHA, informed
 - h) Manage Media Reports
 - i) Ensure that the Designated Officer has completed the [Critical Incident Report Form](#)
 - j) Commence an investigation to record real-time or factual data on the Critical Incident
- 2) Immediately After the Incident
- a) Arrange Counselling, Trauma or Religious Services
 - b) Allow staff and students to contact relatives and friends
 - c) Ensure staff and students who have been exposed to the critical incident are provided with support and practical assistance
 - d) Debrief all relevant personnel involved in the critical incident
 - e) Where applicable, ensure the site of the incident is not disturbed concerning a Police matter or when an investigation is required by Worksafe
 - f) Keep staff, students, parents, agents and, where necessary, DEWR and DOHA, informed
 - g) Restore normal daily operations, where practical and as soon as possible
 - h) Manage Media Reports
- 3) Following the Resolution of the Incident
- a) Ensure staff and students are provided ongoing access to Counselling, Trauma or Religious Services
 - b) Monitor staff and students' attitudes and behaviour for any signs of PTSD
 - c) Monitor the health and well-being of any staff and student hospitalised
 - d) Keep staff, students, parents, agents and, where necessary, DEWR and DOHA, informed
 - e) Assist in arranging memorial proceedings if appropriate
 - f) Conduct a CIRT debrief and provide the report to staff and students where necessary. The CIRT debrief report is submitted to OC's executive team for review to ensure systemic risks are addressed and governance responsibilities are met.
 - g) Manage Media Reports
- 4) Post-incident Review and Long-term Support
- a) Ensure staff and students are provided ongoing access to Counselling, Trauma or Religious Services

- b)* Analyse the findings of the CIRT Incident debrief and, where necessary, implement risk control measures to minimise the likelihood of reoccurrence

6.3 Reporting the Critical Incident

In accordance with the ESOS Act, OC is required to notify DEWR and/or DOHA as soon as practicable following an incident involving a student's death or other circumstances affecting the student's attendance. In this instance, notification will be made initially by phone, followed by reporting via PRISMS.