EVANTAA INSTITUTE

CONDUCT & WELLBEING

Critical Incident & Work Health & Safety

Policy & Procedure

Keeping our community safe and how we respond to critical incidents.

VERSION	EFFECTIVE	PROVIDER
3.0	June 2026	RTO 45866 · CRICOS 04025C

1. Purpose

- Evantaa Institute is committed to providing and maintaining a safe, healthy and secure environment for all staff, students and visitors. This policy outlines Evantaa Institute's approach to Work Health and Safety (WHS) and Critical Incident Management to ensure risks are effectively identified, controlled and managed.

This policy supports compliance with applicable legislation and regulatory requirements, including the Work Health and Safety Act 2011, associated regulations and codes of practice, the Outcome Standards for Registered Training Organisations 2025 (particularly Standard 4.3 – Risk Management), and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Standard 6 – Student Support and Safety).

The purpose of this policy is to:

- Protect the health, safety and welfare of all individuals involved in Evantaa Institute activities
- Ensure timely and effective response to incidents and critical incidents
- Promote a proactive risk management culture
- Support continuous improvement in safety practices

2. Scope

This policy applies to:

- All Evantaa Institute staff (permanent, casual and contracted trainers and assessors)
- All students
- Visitors accessing Evantaa Institute premises or services
- This policy applies to all activities undertaken by or on behalf of Evantaa Institute, including training delivery, administration, student support services and workshop-based activities.

3. Policy

Evantaa Institute adopts the following principles in relation to Work Health and Safety and Critical Incident Management:

- Evantaa Institute will provide and maintain, so far as is reasonably practicable, a safe and healthy environment for all staff, students and visitors, including safe premises, equipment and systems of work.

- Evantaa Institute will identify hazards, assess risks and implement appropriate control measures using the hierarchy of controls, and will review these regularly to ensure ongoing effectiveness.
- Evantaa Institute will ensure that all staff, students and visitors are informed of their responsibilities and are required to take reasonable care for their own health and safety and that of others while participating in Evantaa Institute activities.
- Evantaa Institute will establish and maintain processes for the timely reporting, recording, investigation and resolution of hazards, incidents and near misses to prevent recurrence and support continuous improvement.
- Evantaa Institute will respond to critical incidents in a timely, coordinated and effective manner, prioritising the safety and well-being of individuals and ensuring appropriate communication and support is provided.
- Evantaa Institute will ensure that student safety and wellbeing are supported throughout their enrolment, including the provision of safety information at orientation and appropriate support following any incident or critical incident.
- Evantaa Institute will provide appropriate training, instruction and information to staff and students to ensure awareness of Work Health and Safety requirements and emergency procedures.
- Evantaa Institute will monitor, review and continuously improve its Work Health and Safety and Critical Incident Management systems to ensure compliance with legislative and regulatory requirements, including the Work Health and Safety Act 2011, Outcome Standards for Registered Training Organisations 2025 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

4. Procedures

1 Hazard Identification and Reporting

- All staff, trainers, students and visitors are required to identify and report hazards immediately upon observation or awareness of a risk within Evantaa Institute premises or during Evantaa Institute-related activities.
- Trainers and staff must actively monitor classrooms and training environments before and during each training session to identify any potential hazards that may impact the safety of students or staff.
- Hazards must be reported using the Hazard Report Form or through the designated reporting system used by Evantaa Institute (e.g. student management system or internal reporting register).
- Administration staff are responsible for ensuring that all reported hazards are recorded in the Critical Incident Register within one (1) working day of receipt.
- Designated staff (e.g. Administration or Compliance team) must assess the reported hazard within two (2) working days, determine the level of risk, and implement appropriate control measures in line with Evantaa Institute's Risk Management framework.

- Where immediate risk is identified, staff must take immediate action to eliminate or isolate the hazard prior to formal reporting.
- All hazard reports and actions taken must be maintained as part of Evantaa Institute's WHS records and reviewed periodically for continuous improvement.

2 Incident Reporting and Investigation

- Any incident, injury or near miss must be reported immediately or as soon as practicable to a staff member or trainer.
- The staff member receiving the report must ensure that:
- Immediate safety of individuals is prioritised
- First aid or medical assistance is arranged where required
- The incident is escalated to senior staff where necessary
- All incidents must be documented using the Incident Report Form and submitted to the Administration team within one (1) working day of the incident occurring.
- Administration staff must record all incidents in the Critical Incident Register and notify designated personnel (e.g. CEO or Compliance staff) where required.
- Designated staff must initiate an investigation within two (2) working days, which includes:
- identifying root causes
- reviewing contributing factors
- determining corrective actions
- Corrective actions must be implemented and monitored to ensure effectiveness, and updates must be recorded in the Critical Incident Register.
- Where required, incidents must be reported to relevant authorities in accordance with legislative requirements.

3 Workplace and Training Site Safety

- Trainers must ensure that all training environments are inspected prior to commencement of each session to confirm that the area is safe and suitable for delivery.
- Trainers are responsible for:
- informing students of WHS requirements relevant to the training session
- explaining emergency procedures, including evacuation points and exits
- ensuring attendance is recorded for emergency management purposes
- Administration staff must ensure that:
- emergency procedures are clearly displayed in all training and common areas
- safety signage is maintained and visible

- facilities and equipment are regularly checked and maintained
- Any unsafe equipment or environment must be removed from use immediately and reported in accordance with hazard reporting procedures.

4 Critical Incident Response

Immediate Response (At the time of incident)

- Any staff member present must:
- assess the situation and prioritise the safety of all individuals
- contact emergency services (000) where required
- provide first aid or assistance where trained and safe to do so
- initiate evacuation procedures if necessary
- The staff member must notify senior staff or the CEO immediately following initial response actions.

Short-Term Response (Within 24–48 hours)

- Designated staff (e.g. CEO or Compliance/Administration staff) must:
- coordinate the response and ensure all required actions are taken
- communicate accurate information to relevant stakeholders
- arrange support for affected students and staff (e.g. referrals to external support services where appropriate)
- All actions must be documented using the Critical Incident Report Form and recorded in the Critical Incident Register.

5 Ongoing Response and Follow-Up

- Evantaa Institute must:
- monitor the wellbeing of affected individuals
- provide ongoing support where required
- review the effectiveness of the response
- A post-incident review must be conducted within five (5) working days, and improvements must be identified and implemented.
- Where required, Evantaa Institute must comply with reporting obligations, including PRISMS reporting in accordance with ESOS requirements.

6 Record Keeping and Reporting

Administration staff are responsible for maintaining the Critical Incident Register

- All records must:

- be accurate, complete and updated promptly
- be securely stored in accordance with Evantaa Institute's record management requirements
- be retained in line with legislative obligations
- Relevant incidents and changes to student circumstances must be reported via PRISMS in accordance with regulatory requirements under the ESOS Act 2000 and the National Code 2018.
- Records must be made available for internal review, audit and regulatory purposes when required.

5. Variations

Evantaa Institute reserves the right to modify this policy as necessary to comply with legislative changes or organisational needs.

Document Control

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