

## Critical Incident Policy and Procedures

### Purpose

To outline AIB's approach to respond to and manage critical incidents affecting students and staff.

### Scope

This policy and its procedures apply to all students and staff of Australian Institute of Business (AIB). As AIB has a documented Business Recovery Plan, this policy does not apply to disaster recovery processes for the organisation but rather applies to situations of where the welfare and safety of an individual or groups of people is threatened or affected.

### Definitions

**"Critical Incident"** is defined in both the Threshold Standards 2015 and the Explanatory Guide for the National Code as "a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury". A Critical Incident can include, but not be limited to the following:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster
- Issues such as domestic violence, physical or sexual assault, drug or alcohol abuse
- Witnessing a serious accident or incidence of violence
- Fire, bomb threat, explosion, gas or chemical hazard

**"ESOS Act"** means the Education Services for Overseas Students Act 2000 and all association legislation including the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 ("National Code")

"Threshold Standards 2015" refers to the set of standards for all Australian Higher Education Providers including Universities as per the legislative instrument of *Higher Education Standards Framework (Threshold Standards) 2015*. These standards take effect from 1 January 2017.

### 1. Policy

In accordance with Threshold Standards 2015 and Standard 6 of the National Code, AIB has documented the critical incident policy and procedures to cover the actions to be taken in the event of a Critical Incident, the required follow up actions after the incident and records of the incident and actions taken.

### 2. Critical Incident Team

The Critical Incident Team leader (CITL) is the Chief Warden.

The Critical Incident Team is a team that the CITL may assemble as required and which may include:

- Joint Chief Executive Officer- Corporate (JCEO-Corporate)
- Chief Information Officer or nominee
- Human Resources Director or nominee
- Chief Finance Officer
- Student Relations Managers
- Teaching Centre and Student Support Manager
- First Aid Officers
- Other staff as required

### **3. Procedures**

#### **3.1. Immediate Response**

- a The first AIB staff member to witness or be first informed about an incident shall assess the situation and assess any risk to their own safety. He or she is required to notify the CITL of the incident so that assessment can be made as to whether the incident is one where this policy is to be applied.
- b Where the incident is determined to be a Critical Incident and there is risk of further harm to the student(s), harm to any AIB staff member or other life or property, the assistance of emergency services must be requested immediately. The CITL and the Joint CEO-Corporate shall also be contacted immediately.
- c Medical treatment shall be arranged as soon as possible if necessary, appropriate personal support, and other assistance, as reasonably required, shall be immediately provided.
- d The CITL shall assemble the Critical Incident Team and discuss the issue with them, as required and as determined by the Joint CEO-Corporate.
- e The AIB staff member and the CITL shall make notes of the key facts of the incident at the earliest opportunity.

#### **3.2. Secondary Response**

- a The CITL shall discuss with the Critical Incident Team and develop a Critical Incident Recovery Plan (CIRP) specific to the incident. The CIRP shall include objectives, actions, responsibilities and timelines. This will include any specific actions such as extra security, funeral arrangements etc.
- b The CITL shall contact the person(s) on student and/or staff records as the emergency contact(s). The CITL shall organise a certified interpreter/translator if required; the use of staff / students to act as interpreters is best avoided to ensure information is conveyed in an accurate and culturally sensitive manner.
- c If there is any media involvement or likely involvement the CITL shall promptly inform the Joint Chief Executive Officer- Commercial (Joint CEO-Commercial) who shall organise a suitable company media spokesperson.

- d In any event, the Joint CEO-Commercial working with the Joint CEO-Corporate, shall determine, and obtain advice if necessary, regarding whether a media statement or press release shall be issued. In doing so, the Marketing and Community Relations Policy must be complied with.
- e The CITL shall speak with the Joint CEO-Corporate regarding whether there are any legal implications regarding the Critical Incident on which further advice or action needs to be taken.
- f The CITL shall arrange access to counsellors and/or pastoral care for affected students and staff, as required.
- g The CITL shall inform the Chief Financial Officer to investigate whether any insurance bodies shall be informed in the case of damage to property or where AIB may be liable for personal or property damage. The CFO shall take appropriate steps to manage this process.
- h The CITL shall prepare a full and comprehensive report of the incident and the response and actions taken. A confidential copy shall be provided to the Joint CEO-Corporate for record keeping; the Joint CEO-Corporate will determine the necessity for maintaining copies in the files of students/staff affected.
- i The Joint CEO-Corporate will advise the Board of Directors of the Critical Incident, and provide ongoing updates as required.

### 3.3. Follow up response

- a The CITL shall report back to the Critical Incident Team regularly on progress of the CIRP.
- b The CITL shall continue implementation of the CIRP and make amendments as necessary, until the CIRP is fully implemented. All amendments are to be reported to the Joint CEO-Corporate.
- c The CITL shall review the incident, identify implications for any future responses to similar critical incidents, and discuss with the Critical Incident Team any suggested amendments to this policy and its procedures, if necessary, to prevent or reduce the likelihood of a recurrence of the incident or any shortcomings in the response. If agreed, the CITL shall ensure that the necessary amendments are made.
- d The CITL shall provide to the JCEO-Corporate for record keeping the CIRP, written confirmation of its implementation, the recommended amendments and confirmation of its implementation.

**Responsibility:**

Joint CEO - Corporate

**Related Policies**

Nil

**Current Status:**

**Version 5**

Approved By:

Board of Directors

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