

CRITICAL INCIDENT POLICY

Purpose

To outline AIB's commitment to prevent and to respond to and manage critical incidents affecting students and staff. This policy enables AIB to have clear decision-making processes for managing and reporting on student Critical Incidents to ensure that each case is managed effectively, consistently, compassionately, and expeditiously.

Scope

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

Please note: critical incidents involving sexual misconduct are managed as per the separate AIB Sexual Assault and Sexual Harassment Policy and Procedure.

Definitions

Unless otherwise defined in this document, all capitalised terms are defined in the [glossary](#).

Policy

1. Principles

- AIB recognises and is committed to its duty of care in ensuring the safety and wellbeing of its students and staff.
- AIB has a Risk Management framework to proactively prevent as much as possible incidents which may have a detrimental impact. Plans and actions are regularly reviewed and updated. The AIB Risk Register within the Risk Management Plan is a mechanism for ensuring key risks are identified, addressed and reviewed.
- However, there are occasions where unforeseeable incidents may occur at specific locations and/or that occur to individual persons. AIB will ensure staff and students have appropriate information to report Critical Incidents as they occur:
 - The AIB webpage '[Student Safety and Wellbeing](#)' is provided to communicate how students can report critical incidents, and to promote awareness of the various support services provided by AIB and also by the broader community during and post-incident.
 - Information for staff regarding safety and wellbeing is provided in the AIB Staff Handbook, as available on the staff-access-only Employment Hero portal and Intranet. Staff should immediately report Critical Incidents within the workplace to their direct supervisor and together report to the Critical Incident Team Leader (Finance Director) or the appropriate Emergency Contact as identified on the (internal) Staff Intranet.
- AIB is committed to ensuring its response to a Critical Incident is managed effectively, compassionately, in a timely manner, and that appropriate resources are made available to respond to all aspects of the Critical Incident. The Critical Incident Policy

and internal procedures documentation, as part of AIB's Risk Management Plan, are designed to guide the organisation to implement actions within appropriate timeframes during critical incidents.

- AIB will provide reasonable support for staff and students and, where appropriate, their families who may be affected by a Critical Incident.
- Critical Incidents are to be reported by the CEO to the Chair of the Board of Directors and at the next meeting of the Board of Directors via the CEO's Report.
- For continuous improvement purposes, the CEO will hold a debrief session with the Critical Incident Team after a critical incident to identify the effective measures and any gaps in AIB's prevention and response strategies; the Risk Register will be updated accordingly.

2. Critical Incident Team

The (internal) Critical Incident Procedure provides guidance for staff on the response AIB will take where a critical incident occurs including the formation of a Critical Incident Response Team. The Critical Incident Team Leader (CITL) is the Finance Director.

The Critical Incident Team is a team that the CITL may assemble as required and which may include members of the leadership team, First Aid Officers and other staff as required and as appropriate to the nature of the critical incident.

Responsibility:

Chief Executive Officer

Related Policies and Procedures:

Critical Incident Procedure (internal)

[Sexual Assault and Sexual Harassment Policy](#)

[Sexual Assault and Sexual Harassment Procedure](#)

[Support for Students Policy](#)

[Support for Students Procedure](#)

Related Resources:

Business Continuity Plan (internal)

Risk Management Plan (internal)

Staff Handbook (internal)

[Student Safety and Wellbeing webpage](#) on the AIB website

Related Legislation:

Higher Education Support Act 2003

Higher Education Provider Guidelines 2022

Higher Education Standards Framework (Threshold Standards) 2021

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