



Critical Incident Policy

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 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.

Definitions

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

1. Policy

AIB is committed to ensuring the safety and wellbeing of its students and staff. A Risk Management Framework has been established in which the organisation implements its plans to proactively prevent incidents which may have a detrimental impact as much as possible. Plans and actions are regularly reviewed and updated. The AIB Risk Register 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. The Critical Incident Policy and internal procedures documentation, as part of AIB's Risk Management Framework, is designed to guide the organisation to implement actions within appropriate timeframes to manage such critical incidents.

2. Critical Incident Team

The Critical Incident Team Leader (CITL) is the Chief Operating Officer.

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

- Chief Executive Officer
- Head of Information Services
- Senior Human Resources Consultant
- Financial Controller
- Student Central Managers
- Head of Academic Operations
- Student Recruitment Manager
- First Aid Officers
- Other staff as required

3. Procedures

Detailed procedures are available in an internal document titled "Critical Incident Procedures". At a summary level these procedures include:

- a) Immediate response steps:
 - Actions for the first AIB staff member who witnesses or is first informed about an incident.
 - Requesting the assistance of Emergency Services if there is harm or risk of further harm
 - Reporting to the staff member's supervisor and the Critical Incident Team Leader
 - Arrange medical treatment if necessary
 - Assembly of the Critical Incident Team
 - Documentation of actions taken
- b) Secondary response steps:
 - Development of a Critical Incident Recovery Plan based on the template
 - Arranging of counsellors for students or staff
 - Communicating with emergency contacts of student or staff (if required)
 - Arranging communications to stakeholders as appropriate to advise of the incident and actions implemented
 - Media response (if needed)
 - Legal and insurance implications
 - Preparation of a comprehensive report
 - Reporting to the AIB Board
- c) Follow up response steps:
 - Report back to the Critical Incident Team
 - Completion of the Critical Incident Recovery Plan
 - Conduct debrief sessions as appropriate with students and staff
 - Update policy and procedures based on lessons learnt
 - Confirmation that all steps have been completed
 - Ensure records of the incident the implemented recovery actions and communications are appropriately maintained and confidentially stored

Responsibility:

Chief Executive Officer

Related Policies and Procedures

Critical Incidents Procedure (internal)

Risk Management Framework

Student Support Policy

Business Continuity Plan

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