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 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.

3. **Principles**
   - The Australian Institute of Business (AIB) is committed to providing a safe environment for students and staff.
   - AIB recognises the duty of care owed to its students and staff and that planning for the management of a Critical Incident is essential.
   - This Policy has been developed to reflect AIB's commitment to look after its students and staff.

- 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.
- AIB will provide reasonable support for staff and students and, where appropriate, their families who may be affected by a Critical Incident.
- 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.

Responsibility:
Chief Executive Officer

Related Policies and Procedures:
Critical Incident Procedure (internal)
Risk Management Framework (internal)
Student Support Policy
Business Continuity Plan (internal)

Current Status:	**Version 7**
Approved By:	Board of Directors
Date of Approval:	10 February 2022
Effective From:	**10 February 2022**
Previous Versions:	4 June 2020
	31 January 2019
	24 November 2016
	12 August 2015
	1 July 2011
	5 November 2010
	25 February 2010
Date of Next Review:	10 February 2025