

Critical Incident Policy and Procedure

Version 1.0

Overview

The purpose of the Critical Incident Policy and procedure is to:

- Plan for, respond to, and manage critical incidents that impact AIM Institute students, staff, and community
- Establish a consistent process at AIM Institute for managing critical incidents.

Scope

The Critical Incidents policy and procedure applies to all members of the AIM Institute workforce, all domestic and international students, and any visitors to the AIM Institute campus. This policy applies to staff working either on-campus or off-campus and includes members of the workforce on business related travel. If a member of the JMC institute community witnesses an event that may escalate to become a critical incident, this policy and procedure should be followed.

Policy

1. AIM Institute has¹ reporting obligations under both the Higher Education Standards Framework (Threshold Standards) 2021 and the National Code of Practice for Education and Training to Overseas Students 2018.
AIM Institute is obligated to notify TEQSA about any event that would substantially affect the Institute's ability to meet the Threshold Standards within 14 days of the institute being aware of the event. Critical Incidents are included in this reporting obligation.
Standard 6 of the National Code (2018) mandates that a registered Institute establish and maintain a documented procedure for handling critical incidents.
2. All students and staff at AIM Institute have the right to both feel and be safe. Aim Institute is committed to:
 - 2.1 Providing a prompt and appropriate response to a critical incident, and
 - 2.2 Taking all reasonable steps to provide a safe environment at the locations at which AIM Institute operates.

¹ This policy has been written with the intent of meeting the HESF. As such, the policy is using the current tense for regulatory standards, even though, at the time of writing, AIM Institute is not regulated by TEQSA.

3. AIM Institute will prioritise a coordinated approach, with transparent communication, in the event of a critical incident. This will be led by the CEO and senior management, with the Board of Directors notified as appropriate.

Procedure

4. AIM Institute has adopted ISANA's definition of a critical incident to be:
A tragic or traumatic event or situation affecting a student or staff member which has the potential to cause unusually strong emotional reactions in the school/campus community
Seow, M. (2014). *Critical Incidents: Professional issues in the delivery of services*. ISANA, p.5.
5. Examples of critical incidents
The list below provides examples only and is not an exhaustive list. A critical incident is anything that meets the definition provided above. If there is any doubt to whether an incident is considered to be critical, it should be presented to the CEO or senior management.
Death of a student
Serious Illness of a student
Any event that is notifiable to WorkSafe
Assault or any interpersonal violence
Acute mental health incident
Missing student
Threats of violence to any member of campus
Natural disaster
Pandemic
Critical Infrastructure failure
6. While a serious illness or injury may not be deemed a critical incident within a domestic student cohort, the nature of international students and their distance from familial support networks may mean the impact of such an event is more significant. These impacts may extend beyond the individual to the school/campus community.
7. Any AIM Institute staff member, student, or visitor that witnesses or becomes aware of a critical incident must report it promptly to their line manager, lecturer, or first accessible staff member.
8. Upon receiving the report of a critical incident, the staff member must report this to the CEO. If the CEO is not available, the incident should be reported to the most senior member of staff available.

9. The CEO, or senior member of staff, will initiate an immediate assessment of the situation. The primary objective is to ensure the safety of all individuals involved and to implement initial safety measures.
10. If appropriate, relevant external authorities will be contacted for advice and/or assistance. This may include emergency services. Clear communication channels will be established and remain in place until the incident is resolved.
11. If needed, the CEO will establish a Critical Incident Management Team, comprised of necessary personnel to ensure a comprehensive response to the incident. This may include members of the academic as well as operational teams.
12. This team will establish a clear understanding of the known facts and account for all staff involvement. They will collate and verify available information and plan the immediate response. When time allows, the team will plan ongoing strategies and make any necessary recommendations to Senior Management, the Board, and/or Academic Board. This team may not delegate responsibilities but may engage other members of the AIM Institute community as support.
13. The AIM Institute has a campus emergency plan which includes a range of safety directions, including emergency evacuations. Emergency drills will be conducted periodically to ensure that all staff are aware of their roles and responsibilities in case of emergency.
14. In all incidents, staff decisions must be guided by the following priorities listed in decreasing order of importance:
 - i. Ensure the well-being and safety of individuals in the vicinity.
 - ii. Take steps to ensure the incident does not recur or worsen.
 - iii. Seek aid for casualties by obtaining assistance from trained personnel (Campus First Aid, if available, or Ambulance).
 - iv. If required, contact the Police or other emergency services.
 - v. If appropriate, arrange transport to medical services.
 - vi. Safeguard evidence for subsequent investigations.
 - vii. Notify management of the incident following the guidelines outlined in this procedure.
15. AIM Institute is committed maintaining a proactive approach to hazard identification and risk management. This ensures that potential threats are minimised.

16. AIM Institute maintains a comprehensive risk register, in line with its Risk Management Policy and Procedure. This is reviewed on a regular basis by the Board of Directors to ensure currency and compliance. Reports from operational and academic leadership to the Academic Board and Board of Directors informs a whole-of-campus approach to risk management and mitigation.
17. An incident report should include the following details:
- Location of the incident
 - Names of any persons involved in the incident
 - Date and time of the incident
 - Conditions prevailing during the incident
 - Classification of the incident using conventional terminology and clear language (near miss, injury, illness, wellbeing, slip/trip/fall, equipment failure, etc.)
 - A clear and detailed description of the event, including factors that led up to the incident
 - Immediate actions taken and measures implemented to mitigate any further deterioration or risk
 - Any documentation including images, written statements, recordings, etc.
18. The critical incident is deemed to be over when the supporting requirements have been addressed and put into place, and any mandatory reporting has been finalised.

Document Approval

Endorsed by:	Board of Directors		
Date endorsed:	9/02/2026		
Effective date:	9/04/2026		
Version number:	1.0		
Last amendment date/by:	9/04/2026,		
Review due date:	9/02/2028		
Related documents:			
Alignment to HESF	6.1 Corporate Governance	2.3 Wellbeing and Safety	ALL STANDARDS
Responsibilities:			

Contact:	info@aiminstitute.nsw.edu.au +61 02 4505 1924
-----------------	--

Document Change and Review log

Version	Updated by	Approval date and body	Details
0.1	TWEIR	Choose an item.	Policy drafted
1.0	TWEIR	Board FEB09,2026	Finalised following board approval