



POLICY AND PROCEDURE

Critical Incident		
Version 1.0	Issued on 01/07/2025	Review by 06/07/2026
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Approval and Endorsement	Principal Executive Officer - khalid.h@aiit.vic.edu.au	
Refer to the following Legislative Frameworks:		
National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025	Quality Area 4: Division 2 - Risk management (Standard 4.3)	
National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025	Division 3 - Accountability (19, 20 a)	
National Code of Practice for Providers of Education and Training to Overseas Students 2018	Standard 6	
Other Applicable Legislation	Dangerous Goods Act 1985 (Vic) Equipment (Public Safety) Regulations 2007 (Vic) National Construction Code (NCC) (Class 9b) Occupational Health and Safety Act 2004 (Vic) Occupational Health and Safety Regulations 2017 (Vic) Privacy Act 1988 Sex Discrimination Act 1984 Work Health and Safety Act 2011 (Cth)	
Related Documents and/or Supporting Resources (Internal)		
Australian International Institute of Technology Organisational Chart Australian International Institute of Technology Orientation Presentation and Materials Australian International Institute of Technology Employee Handbook Australian International Institute of Technology Student Handbook Emergency Evacuation Diagrams (City Campus and Lygon Campus) Form: Employee (Induction) Form: Incident Form: Orientation Materials (Checklist) Policy and Procedure: Chemicals, Cleaning Agents and Hazardous Substances Policy and Procedure: Equity and Diversity Policy and Procedure: Occupational Health and Safety (OHS) Policy and Procedure: Privacy Policy and Procedure: Sexual Harassment Policy and Procedure: Student Support and Wellbeing Services Policy and Procedure: Work-Integrated Learning Work Placements and Community-Based Learning Register (Safety Data Sheets) Register (WHS Incident - Hazard- Near Miss)		
Related Documents and/or Supporting Resources (External)		
"If you are injured at work" (WorkSafe Victoria) ISBN-Health-and-safety-self-assessment-checklist-for-small-businesses-2013-08 Register of Injuries - Return to Work Template Safety Data Sheets (SDS) WorkSafe Victoria Chemical Safety Self Assessment Tool (3rd Ed., July 2008, www.worksafe.vic.gov.au) WorkSafe Victoria Incident Notification Form		

1. Purpose

This policy and associated procedures have been designed to ensure that Australian International Institute of Technology will manage critical incidents that could affect the student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm.

2. Scope

This policy and procedure applies to all Australian International Institute of Technology employees, students and third parties engaged to undertake operational or training functions in connection with Australian International Institute of Technology, including while on excursions, work-integrated learning work placements and community-based learning, transiting between campuses, or during any Australian International Institute of Technology arranged internal or external social events.

3. Definitions

Critical Incident - a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear, or injury. non-life-threatening events could still qualify as “critical incidents”.

Critical incidents are not limited to, but could include:

- Missing or absconding students;
- Severe verbal or psychological aggression;
- Death, serious injury or any threat of these;
- Natural disaster;
- Issues such as domestic violence, sexual assault, drug, or alcohol abuse or;
- Non-Life-threatening events.

HSR - Health and safety representatives, commonly referred to as HSRs, are workers who are elected to represent the health and safety interests of their work group. Represent the workers in your work group on health and safety matters and in discussions with managers on hazards and safety issues.

OHS Act - The “Occupational Health and Safety Act 2004 (Vic)” is the main workplace health and safety law in Victoria. It sets out key principles, duties, and rights about Occupational Health and Safety.

4. General Guidelines

4.1 Australian International Institute of Technology will maintain a written record of any critical incident and any remedial action taken by the Australian International Institute of Technology for at least “**two (2) years**” after the overseas student ceases to be an accepted student.

4.2 Australian International Institute of Technology will activate the required procedures as soon it becomes aware of a critical incident affecting an employee, a student or a group of students, contractors, or members of the public on any Australian International Institute of Technology premises namely. Australian International Institute of Technology “**will take immediate steps to manage the critical incident,**” the follow-up required after the incident, and record the details of the incident and action taken by Australian International Institute of Technology during or following the incident.

4.3 Australian International Institute of Technology will ensure that all appropriate staff that may be involved in a critical incident or Australian International Institute of Technology Senior Management of the incident post the actual incident will have contact information available to them for the police, the “Department of Home Affairs” and the next of kin of the student, if appropriate or any other organisation that may be able to assist in such a situation for example Community, Multicultural organisations or phone counselling services.

4.4 Australian International Institute of Technology will maintain and publicise to students a list of designated Australian International Institute of Technology staff to be their official point of contact for students during normal office hours.

4.5 Australian International Institute of Technology Critical Incident Response Team will be established immediately a critical incident has been brought to the notice of Australian International Institute of Technology Chief Executive Officer (CEO); the composition of the team will be left to the discretion of the Chief Executive Officer (CEO).

4.6 Any action taken in regard to a critical incident will be recorded to include outcomes or evidence if the incident is referred to another person or agency but will consider Australian International Institute of Technology “Privacy Policy and Procedure”. Refer to <https://aiit.vic.edu.au/pol-pro>.

Regardless of the action taken, the major focus will be the care for both the physical and emotional wellbeing of student, employees, and their families and if possible, to minimise any short- and long-term disruption to personal and professional functioning of Australian International Institute of Technology as an “Educational Provider”.

4.7 Responsibilities of Australian International Institute of Technology’s “Critical Incident Response Team” will include but are not limited to:

- To oversee the coordination of Australian International Institute of Technology’s response to the critical incident;
- To liaise with the emergency services, and their families as appropriate;
- To monitor staff, students, visitors, or contractors throughout the critical incident response and afterwards;
- To determine the level of counselling or other support required from external authorities;
- To set up and staff a recovery room, where appropriate;
- To liaise with relevant external support agencies;
- To record the incident and actions taken including post incident actions.

5. Emergency Resources

The nature of “critical incidents” is such that resources cannot always be provided in anticipation of such events.

For this reason, Australian International Institute of Technology’s Critical Incident Response Team must use their discretion to provide adequate resources, for both physical situations as well as Australian International Institute of Technology staff members, or to meet the needs of specific situations.

Australian International Institute of Technology’s Critical Incident Response Team will access any of the following emergency resources, as required. For a comprehensive summary for Medical and Health support related matters also refer to the “Department of Health and Human Services (DHHS) Victoria” as follows <https://www2.health.vic.gov.au/>.

1800myoptions 1800RESPECT	1300 737 732
13Yarn	13 92 76
Alcohol and Drug Information Service (ADIS)	1800 250 015
Department of Health (Victoria)	1300 650 172
Department of Home Affairs (DHA)	13 18 81
Department Families, Fairness and Housing	1300 151 883
Beyond Blue	1300 22 4636
Consumer Affairs Victoria (CAV)	13 14 50
Emergency Services (Police and Ambulance and Fire Brigade)	000 or 112
Energy Safe Victoria (Electricity Emergencies)	(03) 9203 9700
Fair Work Australia	1300 799 675

Gas Emergency	132 0771
Human Rights & Equal Opportunity Commission	(02) 9284 9600
Privacy Hotline (Victoria)	1800 000 478
International Directory Assistance (IDA)	1225
Kids Help Line	1800 551 800
Legal Aid Australia	1300 651 188
Lifeline Australia (24 Hours)	13 11 14
MensLine Australia	1300 789 978
Police Assistance Line (Victoria)	13 14 44
Quit Line	13 78 48
Suicide Helpline Victoria	1300 651 251
Salvation Army Counselling Services	1300 627 727
State Emergency Service (Victoria)	132 500
Telephone Directory Service	1800 670 722
Telephone Interpreting Services (Victoria)	(03) 9280 1955
Translating and Interpreting Service (TIS)	13 14 50
Victorian Equal Opportunity and Human Rights Commission	1300 292 153
The Victorian Poisons Information Centre	13 11 26
Victorian Sexual Assault Crisis Line	1800 806 292

6. Follow-up after a Critical Incident

The outcomes of a critical incident response will be evaluated by the Critical Incident Team establish for a specific critical incident in the month following the critical incident considering Australian International Institute of Technology's "*Privacy Policy and Procedure*".

Australian International Institute of Technology Critical Incident Team will continue to monitor staff, student, visitor, or contractor needs after the critical incident

7. Incident Reporting

Any incident that occurs on Australian International Institute of Technology's campus will be reported to Australian International Institute of Technology's Chief Executive Officer (CEO) by completing an "*Incident Report Form*" within "**ten (10) days**" of the incident.

If the incident is not reported, any consequent insurance claim submitted by or on the behalf of the injured person may not be recognised. A copy of the completed form should be maintained in the "*Register of Injuries*" portfolio kept by the Health and Safety Representative (HSR).

8. Records Management

Australian International Institute of Technology's Health and Safety Representative (HSR) will ensure that:

- Any records of Occupational Health and Safety (OHS) awareness training undertaken on behalf of Australian International Institute of Technology will be kept in the individual files of students and employees
- Any record of injuries, incidents or near misses affecting or reported by employees and students will be kept in either the "*Register of Injuries*" or "*Incident Report*" registers and evidence portfolio.

9. Responsibility

In order to meet legislative and regulatory responsibilities, every Australian International Institute of Technology student, employee, contractor, or third party when on site or conducting any activities in association with Australian International Institute of Technology are required to:

- Exercise a duty of care at all times.
- Immediately report hazards, incidents or near misses.
- Take reasonable care for the health and safety of themselves and of other people who may be affected by their acts or omissions.
- Co-operate with Australian International Institute of Technology with respect to any action taken by Australian International Institute of Technology to comply with a requirement imposed by or under the Occupational Health and Safety (OHS) legislation.
- While at work and or studying, not intentionally or recklessly interfere with or misuse any equipment, tool or resource provided by Australian International Institute of Technology in the interests of health, safety, wellbeing or welfare.
- Comply with all Occupational Health and Safety (OHS) safety directions by Australian International Institute of Technology Management or appropriate authority especially in an emergency or critical incident.
- All Australian International Institute of Technology students and employees have a responsibility to monitor their own work and study areas and immediately report any identified hazards to their direct supervisor, manager, or trainer and/or assessor.
- All Australian International Institute of Technology employees that have line management responsibilities must regularly review the conditions of all Australian International Institute of Technology work areas under their direct scope and control, and where hazards are identified the employee must bring these to the immediate attention of Australian International Institute of Technology's Chief Executive Officer (CEO) or Health and Safety Representative (HSR) for resolution.

The Chief Executive Officer (CEO) is responsible for the effective implementation and management of this policy as well as provision of information on how to resolve complaints of breaches of this policy.

Any complaints or breaches in relation to this policy should be reported to the Chief Executive Officer (CEO) in person or by email to ceo@aiit.vic.edu.au.

9. References

Source	Document Title	Version - Date
External	Australian Standards (AS) https://www.standards.org.au/	(Accessed 01/07/2025)
	Accident Compensation (Occupational Health and Safety) Act 1996 https://www.legislation.vic.gov.au/in-force/acts/accident-compensation-act-1985/232	1996
	Dangerous Goods Act 1985 (Vic) https://www.legislation.vic.gov.au/in-force/acts/dangerous-goods-act-1985	1985
	Department of Health and Human Services (DHHS) Victoria https://www2.health.vic.gov.au/	(Accessed 01/07/2025)
	Equipment (Public Safety) Regulations 2007 (Vic) http://classic.austlii.edu.au/au/legis/vic/num_reg/esr2007n53o2007449/	2007
	Occupational Health and Safety Act 2004 (Vic) http://www.legislation.vic.gov.au/	2004
	Occupational Health and Safety Regulations 2017 (Vic) http://www.legislation.vic.gov.au/	2017

ISBN-Health-and-safety-self-assessment-checklist-for-small-businesses-2013-08	PDF
National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025 https://www.legislation.gov.au/F2025L00354/asmade/text	(Accessed 01/07/2025)
National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 https://www.legislation.gov.au/F2025L00355/asmade/text	(Accessed 01/07/2025)
Register of Injuries - Return to Work Template	Version July 2011
National Construction Code (NCC) (Class 9b) https://www.vba.vic.gov.au/building/regulatory-framework/building-classes	(Accessed 01/07/2025)
Work Health and Safety Act 2011 (Cth) https://www.legislation.gov.au/Details/F2011L02664	2011
Workers Compensation Act 1958 https://www.legislation.vic.gov.au/in-force/acts/workers-compensation-act-1958/161	1958
Workplace Injury Rehabilitation and Compensation Act 2013 https://www.legislation.vic.gov.au/in-force/acts/workplace-injury-rehabilitation-and-compensation-act-2013/049	2013
WorkSafe Victoria https://www.worksafe.vic.gov.au/	(Accessed 01/07/2025)

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