



Critical Incident Policy and Procedure

Australian Institute of Digital Technology Pty Ltd

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POLICY 13

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Policy Owner	CEO	Approved By	CEO
Applicable Legislation & Standards	National Code 2018 (Standard 6); Work Health and Safety Act 2011 (Vic); Emergency Management Act 1986 (Vic); Privacy Act 1988 (Cth)		

1. Purpose and Regulatory Context

This policy establishes AIDT's procedures for identifying, managing, documenting, and reviewing critical incidents that affect or may affect the welfare, health, or safety of students, staff, or other persons connected with AIDT's operations. The obligation to have a critical incident policy for international students arises from National Code 2018 Standard 6 (welfare of overseas students). This standard requires CRICOS providers to maintain documented arrangements for providing or referring students to emergency and welfare support, and to have a 24/7 emergency contact capability.

A critical incident is more than a workplace health and safety event — it encompasses any traumatic or high-impact event that could overwhelm AIDT's normal support and management capacity and that requires a coordinated, immediate response. The defining feature of a critical incident is not its legal category but its human impact: a student in acute mental health crisis, a missing student whose welfare is unknown, or a serious injury at the workshop facility all require the same quality of immediate, compassionate, and coordinated response. This policy ensures that response is ready before it is needed.

AIDT's 24/7 emergency contact number (0432 039 075) is the first point of contact for any out-of-hours critical incident. This number is provided to every student at orientation, is printed in the International Student Handbook, and is displayed at AIDT's campus. Every AIDT staff member who is provided with this number is expected to be reachable on it at all times while they are the designated emergency contact.

2. Definition — What Constitutes a Critical Incident

For the purposes of this policy, a critical incident is any event — or credible threat of an event — that: poses an immediate risk to the life, physical safety, or mental health of one or more persons; is beyond the scope of AIDT's routine management capacity; and requires an urgent, coordinated response. The following are examples of critical incidents at AIDT. The list is illustrative rather than exhaustive.

- Serious injury to a student or staff member on campus, at the workshop facility, or during work placement (including events requiring hospitalisation).
- Death of a student or staff member, whether on or off AIDT premises.
- A student who is uncontactable and whose welfare is at risk — including a student who has been absent without contact for an extended period and about whom AIDT has welfare concerns.



- Physical assault, sexual assault, domestic violence, stalking, or any other serious criminal act affecting a student or staff member in connection with their AIDT enrolment or employment.
- Acute mental health crisis, including suicidal ideation, active self-harm, psychotic episode, or severe dissociative episode, affecting a student or staff member at or in connection with AIDT.
- Fire, gas leak, structural emergency, or other physical emergency at AIDT's campus or the workshop facility.
- A student being detained, arrested, or having their visa cancelled unexpectedly.
- A public health emergency, including a pandemic, outbreak, or contamination event affecting AIDT's campus or student population.

3. Critical Incident Response Procedure

1	IMMEDIATE SAFETY — The first priority is the safety of all persons involved. Any AIDT staff member who becomes aware of a critical incident takes immediate action to protect those involved, calls 000 if there is any risk to life or immediate safety, and does not wait for authorisation from management before calling emergency services. 'When in doubt, call 000' is the operating principle.
2	MANAGEMENT NOTIFICATION — As soon as the immediate situation is stabilised (or simultaneously, if someone else can make the notification), the staff member contacts the CEO using the 24/7 emergency number (0432 039 075). If the CEO is unavailable, the next most senior AIDT staff member is contacted. The notification includes: the nature of the incident; the location; the persons involved (by name where known); the immediate actions taken; and what additional support is needed.
3	WELFARE SUPPORT — The CEO and Student Support Officer ensure that all affected persons receive appropriate, prompt welfare support. This includes: confirming emergency services have been called where required; arranging transport to a hospital or safe location if needed; contacting the student's emergency contact person where appropriate and where the student consents (or where the urgency of the situation makes consent impossible to obtain); and making referrals to crisis support services including Lifeline (13 11 14), Beyond Blue (1300 22 4636), 1800RESPECT (1800 737 732), or Safe Steps (1800 015 188) as appropriate to the nature of the incident.
4	REGULATORY NOTIFICATION — Where the incident has implications for a student's visa or enrolment, AIDT updates PRISMS within the required timeframe. Where the incident is a workplace injury requiring notification to WorkSafe Victoria (13 23 60), this is made immediately — within 1 hour for a 'notifiable incident' as defined by the WHS Act 2011. Where the nature of the incident suggests ASQA should be informed (e.g. a significant failure in AIDT's duty of care), the CEO determines whether voluntary notification is appropriate.
5	DOCUMENTATION — The CEO or designated staff member completes a Critical Incident Report (AIDT-FORM-100) within 24 hours of the incident (or as soon as is practicable where the immediate response is still ongoing). The report records: nature, date, time, and location of the incident; persons involved; sequence of events; actions taken; notifications made; support provided; and



	any immediate corrective actions taken. This record is placed on the student's (or staff member's) file.
6	ONGOING WELFARE MONITORING — In the days and weeks following a critical incident, the Student Support Officer maintains regular welfare contact with all directly affected students and staff. Where a student's academic obligations are affected by the incident, compassionate and compelling circumstances provisions under the relevant policies are applied. AIDT does not expect students to meet normal academic deadlines while recovering from a critical incident.
7	DEBRIEF AND REVIEW — Within 10 business days of the incident (sooner where operationally required), the CEO convenes a debrief with all involved staff to review: the appropriateness and timeliness of the response; any gaps in AIDT's preparedness or resources; any changes to procedures, training, or facilities that should be implemented. Findings are entered in the Continuous Improvement Register (AIDT-POL-019).