



Response to Critical Incidents Policy and Procedures

RESPONSE TO CRITICAL INCIDENTS

POLICY

Contractual agreements in place between AIIU and AIIU's third-party partner organisations, and confirmed in partner declarations, guarantee that AIIU and AIIU's third-party partner organisations have policies and procedures in place to respond to critical incidents, including natural disasters, pandemic, terrorism, student illness or injury and breakdown in host family arrangements.

PROCEDURES

AIIU provides all stakeholders with 24/7 support and contact:

- 24/7 emergency mobile phone number/s is provided to parents, students and host families.
- Voice messages left out of business hours are recorded and notified to the recipient.
- AIIU collects the contact details for each student in their home country, as well as a separate emergency contact who must be a person not living with the natural parents.

As well as round-the-clock support to students, parents, Local coordinators, schools and international third-party partners, AIIU offers several non-emergency contact options:

- AIIU offer direct mobile phone numbers for all Regional Managers.
- Facebook chat
- Email-which is monitored after-hours.

AIIU leadership team and all Regional Managers have access from home to AIIU's databases so that they can quickly and efficiently handle urgent issues that arise out of business hours.

Emergency contact information lists and information

AIIU's Emergency Management Plan and supporting resources include lists of critical contact details, including emergency phone numbers for third-party partner organisations, contact information for consulates and airports, and contact information for Regulating Authorities in Australia.

AIU's database includes:

- comprehensive, regularly updated contact information (including emergency phone numbers) for all third-party partner organisations;
- contact details for host families (in Australia and overseas);
- emergency contact information provided by parents of outbound students (for use in emergency situations when parents cannot be reached);
- contact details for Local coordinators (in Australia and overseas).

AIU maintains a written record of any critical incident and remedial action taken by any relevant personnel, Local coordinator and/or the Incident Management Team, for at least 3 years after the student ceases to be an exchange student.

AIU also utilises a Risk Management Strategy with a related risk register.

POLICY APPROVER
General Manager, AIU

Approved: 1 July 2025

REVIEW
This policy is to be reviewed by 30 June 2026