

Policy number	P3	Version	4
Approved by Board on	2 February 2024	Scheduled review date	Feb 2029

1. Purpose

This policy is intended to facilitate the management of a critical incident within the National Institute of Organisation Dynamics Australia (NIODA) to minimise risks to people and property, to protect the reputation of NIODA, and to implement urgent recovery procedures.

Critical incidents are any event or situation that poses a significant threat to members of the NIODA community, operations, reputation, or stakeholders.

2. Scope

The policy is a Board of Governance process policy relevant to the whole organisation.

3. Policy Statement

Unforeseen incidents may occur at short notice that must be dealt with urgently outside the standard policy framework. While precise procedures cannot be laid down, this general policy guides the organisational response to crises.

4. Responsibilities

All staff, board and committee members report incidents, or potential incidents, promptly to the Chief Executive Officer (CEO).

The CEO immediately informs the Chair of the Board of Governance of all critical incidents.

The Board of Governance establishes a Crisis Response Team with appropriate delegated powers to manage any impact from the crisis including risk to persons, property or reputation.

If the crisis occurs during operating hours, the management of the immediate response is the responsibility of the most senior staff member on site. As soon as practicable this responsibility is handed to the Crisis Response Team.

5. Procedures

The Board of Governance will establish a standing Crisis Response Team consisting of the Board of Governance Chair, the CEO, one ordinary Board of Governance member and one senior staff member. All members of the team must be prepared to meet at short notice.

The Board of Governance delegates to the Crisis Response Team the authority to take action to facilitate the management of the crisis if required urgently.

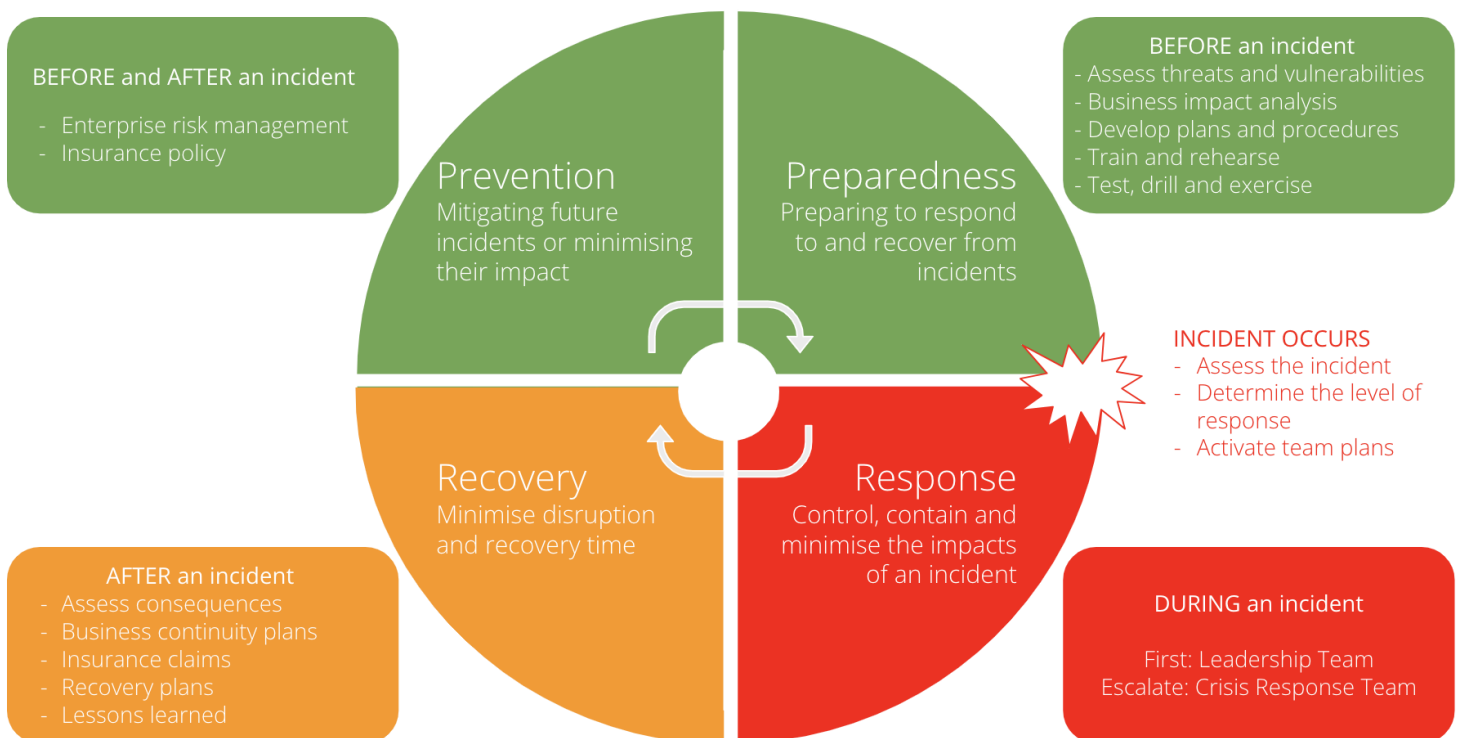
Members of the Crisis Response Team must maintain records of the contact details (mobile phone and email) of all other members. On being informed of any crisis situation, the Crisis Response Team arranges to meet, in person or electronically.

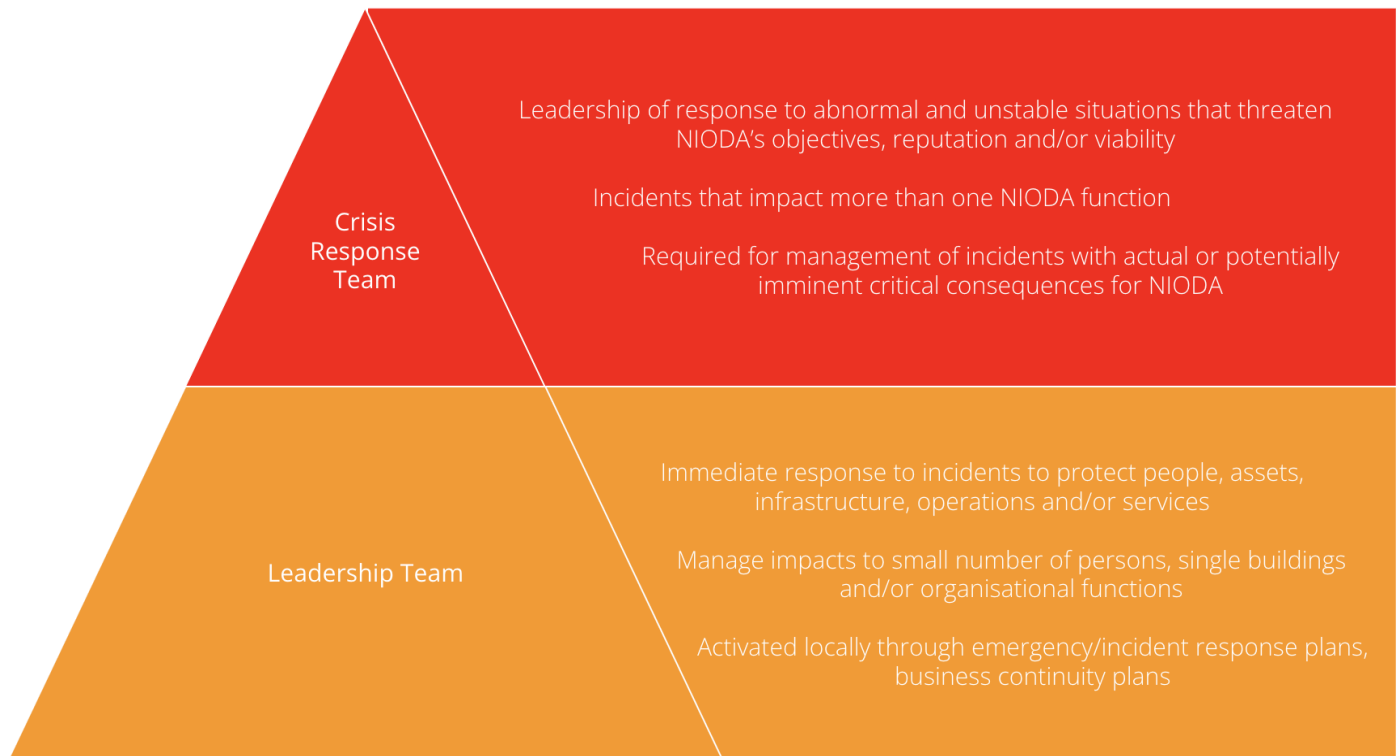
The Crisis Response Team:

- ascertains the nature and extent of any damage to persons or the organisation
- institutes any urgent recovery procedures
- coordinates the organisation's media response.

The Crisis Response Team must:

- maintain records of all crisis events, responses, and outcomes for analysis and improvement purposes
- call a Board of Governance meeting at the first feasible opportunity and report on any actions taken
- return to the standard policy and managerial framework at the first feasible opportunity
- formally hand over responsibility for the crisis response to the Board of Governance when the team's work is completed.





6. Related Documents

Work Health and Safety Policy

Privacy and Confidentiality Policy

Risk Management Policy

Grievance Policy

Bullying Policy

Sexual Misconduct Policy

Privacy Policy

Records Management and Security Policy

Legislative Compliance Policy