



Critical Incident Policy

Aims

- A.** To manage incidents in such a way as to minimise trauma and distress to students and staff and damage to property and ensure the education program is maintained or resumed, while giving highest priority to the best interests of the student or students affected.
- B.** To facilitate the return of the workplace to normal operations as soon as possible.
- C.** To meet the requirements of the School Education Act 1999 (section 159(1)(i) for the management, recording and reporting of critical and emergency incidents.

Scope and Application

The scope of this policy and supporting documentation is to provide the school management with a practical decision-making tool, comprised of simple actions and guidelines, to strategically manage the safety of all staff and students, the integrity of the environment and protection of the school's reputation.

This policy is supported by the *KSCS Risk Management Policy*, which is the primary policy for the risk management aimed at preventing critical or emergency incidents.

Once an 'event' evolves from an Emergency to a crisis or critical incident, the procedures contained in this policy should be activated - *See Emergency and Crisis Management Flowchart*.

This policy is available on the school website and is included in the staff induction manual.

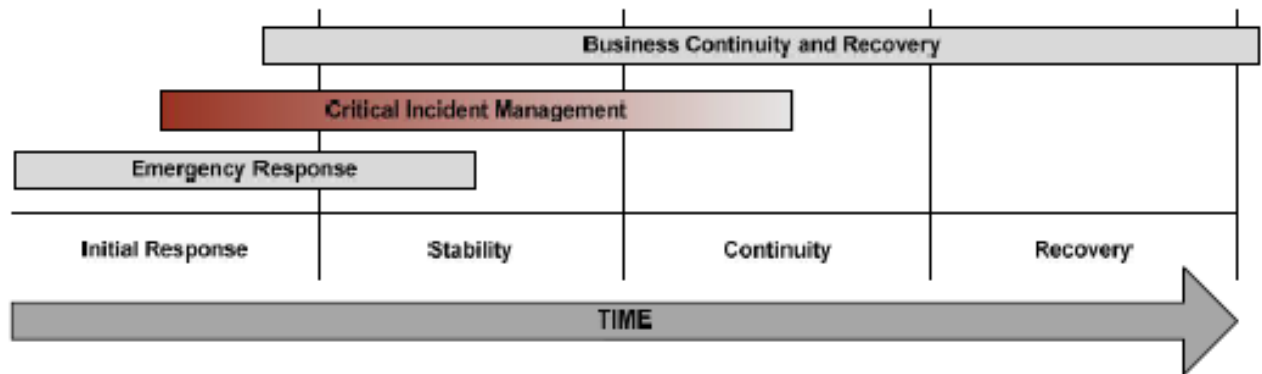
This policy applies to:

- A.** Employees
- B.** Parents
- C.** Community members
- D.** Students
- E.** External providers
- F.** Visitors to the school

Incident Management Context

The Critical Incident Management strategy and this plan are founded on the concepts and principles of incident management, which have been adapted for Industry use from those developed by Emergency Management Australia (EMA).

The figure below provides an example of the activities undertaken by each organisational element and their relative timing.



Definitions

- A. **Crisis** - A rare event that causes an unstable or crucial time or state of affairs in which a decisive change is impending, often with outcomes that could have significant negative effects on the school's reputation, financial security or staff/student safety. A crisis may be an incident however it could be an allegation. A crisis often develops over time; however, it can suddenly escalate if not managed well. A rapid response by leadership and governance is needed. A crisis may not require immediate intervention and there may be time to meet and discuss possible interventions.
- B. **Critical Incident** - A critical incident is an event or series of events that fall outside the normal business contingency and require response by the organisation's personnel and/or external emergency services. It is an incident in which there is a high likelihood of traumatic effects or evoking unusual or unexpectedly strong emotional reactions, which have the potential to interfere with the ability of the individual, group, or school to function either at the time or later. Such incidents may include an accident causing death or serious injury, suicide, a major bush fire, drug related incidents, serious medical or health emergency, use of weapons on site, threats of or actual physical violence or chemical spill. A critical incident will cause the CIMP to be activated. All critical incidents must be reported to the Chair of the governing body, with a subset (i.e., 'reportable incidents' - see *definition*) requiring reporting to the Director General of Department of Education within 48 hours of occurrence.
- C. **Critical Incident Management Plan (CIMP)** - a set of procedures to deal with a particular crisis.
- D. **Critical Incident Management Team (CIMT)** - the group of people set aside to deal with a particular crisis or all crises. It would usually include senior leadership and governance personnel.
- E. **Disaster**: A sudden accident or natural event that causes great damage and/or loss of life.
- F. **Emergency** - An emergency can be considered to have three elements:
 1. a threat to the organisation;
 2. the element of surprise; and
 3. a short decision time.

An emergency is often an accident or incident that requires immediate intervention.

- G. Foreseeable Incidents** - encompasses those incidents, including critical incidents and reportable incidents, that can be reasonably foreseen and for which the school has in place procedures to guide an appropriate response and reporting of the incident.
- H. Incident** - A low level local problem with no serious impact. Senior staff and the governing body may not be involved in the resolution.
- I. Incident Manager** - the person responsible for the overall control of an emergency or critical incident, usually the Principal or sometimes his or her delegate.
- J. Relationship Between an Emergency and a Crisis** - In this policy they will be used as defined above and relate as shown by the flow chart in the Critical Incidents Policy - Procedures and Forms.
- K. Reportable Incident** – a subset of critical and emergency incidents that must be reported to the Director General of the Department of Education within 48 hours of the event occurring. Reportable critical and emergency incidents include:
 - 1. The death of a student or staff member at school or during a school-related activity or following an incident at school or during school-related activity.
 - 2. An incident involving injury, illness or trauma to a student or staff member at school or during a school-related activity requiring ambulance or hospital attendance.
 - 3. An incident requiring a police or other emergency services response when a student appears to have been taken or removed, or goes missing and cannot be accounted for, from the school or from a school-related activity without proper authority.
 - 4. An incident requiring the school to be locked down or to evacuate staff and students, or reduce the number of students or staff attending, or to close for any duration for health or safety reasons.
 - 5. The receipt of a complaint or allegation of child abuse, including but not limited to sexual abuse, committed against a student:
 - i. by a staff member or another student; or
 - ii. by another person on the school premises or during a school-related activity; whether the abuse is alleged to have occurred recently or in the past.
 - 6. Issuing a formal warning to or ceasing the employment of a staff member for a breach of the Code Conduct suspected to have involved grooming behaviour.
- L. Grooming** - the use of a variety of manipulative and controlling techniques with a vulnerable subject in order to establish trust or normalise sexually harmful behaviour with the overall aim of facilitating exploitation and/or avoiding exposure.
- M. Trauma** - is a psychological wound or injury suffered at school or during a school-related activity.

Principles

- A.** This plan is written in-line with the four phases of emergency management, namely:
“Comprehensive Approach” to Emergency Management



1. **Prevention** - assessments will be conducted to identify potential hazards and develop procedures and policies designed to mitigate or prevent damage.
 2. **Preparedness** - plans, policies and procedures will be developed then communicated through training, testing the plan, and communicating the CIMP with the required stakeholders.
 3. **Response** - implementing the Emergency Management Plan (EMP) and/or Critical Incident Management Plan (CIMP) will be implemented to respond to any emergency or critical incident.
 4. **Recovery** - working with affected members of the school community and others to recover and return to normal activities as soon as possible. This includes the development of short, medium- and long-term recovery activities.
- B.** The school's CIMP plan demonstrates the commitment of the school to the community, students, and stakeholders such as employees, contractors, and regulators to respond to incidents promptly and efficiently. The response to an incident at any level is based on the following principles:
1. maintain a duty of care to all persons;
 2. protect the community and the environment;
 3. provide accurate, timely and relevant information to staff, students, and community;
 4. maintain business continuity and financial stability;
 5. maintain legal and regulatory compliance;
 6. meet stakeholder expectations; and
 7. strive for continuous improvement.

Responsibilities

A. Board

1. Writing and updating this policy in consultation with relevant parties.
2. Oversee reportable incident reporting to the Director General in conjunction with the Principal and ensure that the Principal reports all reportable incidents to the Director General of the Department of Education within 48 hours.
3. Ensure all critical incident reports are provided by the Principal and are tabled at a Board meeting and reflected in the minutes.

4. The governance structure of the school will guide in deciding who is the best qualified to manage a critical incident.
5. Reviewing annually the organisation structure as seen in the organisation chart.
6. Responding to threats and opportunities affecting the well-being of the school and to be proactive in examining these situations and acting upon them.
7. Annually reviewing the CIMT structure and the CIMP

B. Principal

1. The implementation of this policy.
2. Notify the Director General of the Department of Education of any reportable incidents within 48 hours using the [Reportable Incident Notification Form](#). Reportable incidents include:
 - i. The death of a student or staff member at school or during a school-related activity or following an incident at school or during school-related activity.
 - ii. An incident involving injury, illness or trauma to a student or staff member at school or during a school-related activity requiring ambulance or hospital attendance.
 - iii. An incident requiring a police or other emergency services response when a student appears to have been taken or removed, or goes missing and cannot be accounted for, from the school or from a school-related activity without proper authority.
 - iv. An incident requiring the school to be locked down or to evacuate staff and students, or reduce the number of students or staff attending, or to close for any duration for health or safety reasons.
 - v. The receipt of a complaint or allegation of child abuse, including but not limited to sexual abuse, committed against a student:
 - a. by a staff member or another student; or
 - b. by another person on the school premises or during a school-related activity; whether the abuse is alleged to have occurred recently or in the past.
 - vi. Issuing a formal warning to or ceasing the employment of a staff member for a breach of the Code Conduct suspected to have involved grooming behaviour.
3. Provide a report to the Board of any Critical Incidents that occur.
4. Oversee the notification and documentation outlined in the CIMP.
5. Respond to threats and opportunities affecting the wellbeing of the school and to be proactive in examining these situations and acting upon them.
6. Ensure that each incident is managed in the best interests of affected students. This requires that the risk of harm or actual harm to students' wellbeing and the measures needed to promote their recovery are prioritised and not made subservient to other considerations including financial or reputational concerns.
7. Maintain a Critical and Emergency Incidents Register that includes reportable incidents.

8. Appoint Incident Managers.
9. Performing the duties of Team Leader as defined in the CIMP. (If the Principal is not present or is unable, the teacher in charge or the alternate team leader as named in the CIMP is the substitute).
10. Ensure adequate staff induction and training and Maintain a register of those people that are trained or have participated in exercises.
11. Regular review of incidents and accident reports.
12. Annual review of the CIMT structure and the CIMP
13. Make Work Cover reports if required.

C. Critical Incident Management Team

1. Participate in formal foundation and ongoing training as required.
2. Achieve and maintain familiarisation with the Critical Incident Management Plan (CIMP) and its current operation, scope, and objectives.
3. Achieve and maintain familiarisation with individual roles on the CIMT.
4. Ensure availability for your role. If unavailable, it is your responsibility to ensure that an alternate is available and that the alternate and CIMT Leader are advised of the situation.

D. Administration Staff

1. Ensure lists are kept updated:
 - i. staff and next of kin contact list;
 - ii. students at risk list; and
 - iii. parent contact list.

E. All Staff

1. Report critical incidents to the Principal.
2. Document all critical incidents using the Critical and Emergency Incident report template.

F. Adult members of school community

1. All members of the school community are responsible for contributing to their own safety and that of others by:
 - i. acting on their awareness of potential risks;
 - ii. familiarising themselves with emergency procedures; and
 - iii. acting responsibly in an emergency.

Related Legislation

- A. Australian Standard AS3745 – 2010: Planning for Emergencies in Facilities.
- B. Disability Discrimination Act 1992
- C. Emergency Management Act 2005
- D. Emergency Management Regulations 2006

- E. Health (Public Buildings) Regulations 1992
- F. Industrial Relations Act 1979
- G. Occupational Health and Safety Act 1984
- H. Occupational Health and Safety Regulations 1996
- I. Privacy Act 1998
- J. School Education Act 1999
- K. School Education Regulations 2000

Related Kerry Street Documentation

- A. Procedures and Forms including:
 - 1. Prevention and Preparedness Procedure
 - 2. Critical and Emergency Incident Management Flowchart
 - 3. Critical and Emergency Incident Response and Crisis Management Flow Chart
 - 4. Crisis Management Flowchart
 - 5. Critical Incident Severity Matrix Procedure
 - 6. Critical Incident Severity Matrix
 - 7. Reportable Incidents Procedure
 - 8. Reportable Incident Notification Form
- B. Policies including:
 - 1. Behaviour Guidance Policy
 - 2. Bullying Prevention Policy
 - 3. Bushfire Policy
 - 4. Child Safety and Wellbeing Policy
 - 5. Concerns and Complaints Policy
 - 6. Duty of Care Policy
 - 7. Emergency Response Procedures Policy
 - 8. Excursion and Camp Policy
 - 9. Human Resource Management Policy
 - 10. Privacy Policy
 - 11. Records Management Policy
 - 12. Risk Management Policy
 - 13. WHS Policy
 - 14. Staff Conduct and Discipline Policy
- C. KSCS Critical Incident Management Plan (CIMP)
- D. KSCS Emergency Management Plan (EMP)
- E. KSCS Codes of Conduct

- F. Staff Contact Directory
- G. Students at Risk Directory
- H. KSCS Organisation Chart
- I. KSCS Constitution
- J. KSCS Values and Philosophy
- K. Incident Report File

Reference and Resources

- A. [Reportable Incident Notification Form](#)

Contact Person

Enquiries relating to this policy should be directed to the School Principal or Board Chair.

Breaches of this Policy

Any breach of this policy may result in disciplinary action up to and including termination.

Authorisation and Review

- A. This policy was authorised by the Kerry Street Council on 11 May 2006
- B. This policy was reviewed September 2013.
- C. Policy reviewed July 2016
- D. To be reviewed October 2017
- E. Reviewed May 2019
- F. Reviewed February 2020
- G. Reviewed May 2021
- H. To be reviewed S1 2022

Revision History

Date	Revision	Detail
May 2019	V.1	Formatting. Procedures separated and updated.
February 2020	V.2	Updates to definition of reportable incidents, as per AISWA guidance. Other minor edits/updates.
May 2021	V.3	Aims, Definitions and Responsibilities clarified and updated. Policy list updated.