

FSAC Ltd

Duty of Care Procedure No 3.1

Critical Incident Management Procedure

St John's Anglican College

2017

Document Approval and Version Control	
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Contact Officers: Position: Manager Human Resources Name: Craig Middleton	Next Review: 30.06.2017

1. POLICY STATEMENT

Policy 3 of 12 – Duty of Care

2. PROCEDURE STATEMENT

The Board is committed to implementing an integrated critical incident management response procedure and plan to ensure the safety of all persons on FSAC facilities and the continuity of its teaching and learning objectives.

SPECIAL NOTE: This Policy should be read in concert with Policy No. 2 Student Protection in Anglican Schools Policy and Procedures which deals with matters of harm, sexual abuse or inappropriate behaviour. The Student Protection Policy and Procedures must be kept at the forefront when considering and implementing the contents of this policy and associated procedures. In the event that reasonable suspicions exist that harm, and/or sexual abuse has occurred or is likely to occur, the Student Protection Policy and Procedures must be followed.

2.1. Scope

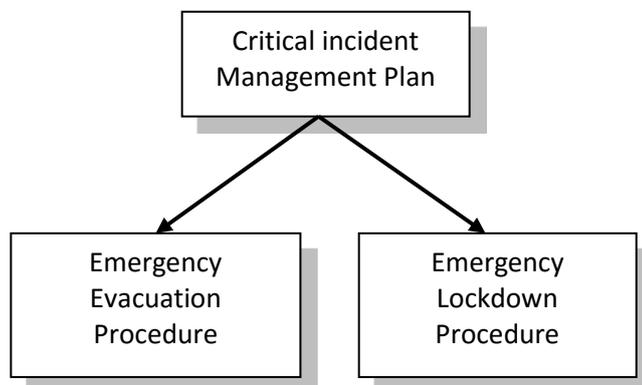
This procedure covers all staff, students and visitors who attend any of the organisation’s facilities.

2.2. Principles

- The College owes a clear duty of care to its staff and students and that planning for the management of a critical incident is essential.
- Critical incidents can take many forms and are by their nature unexpected.
- In the event of a critical incident, the College recognises that appropriate infrastructure must be provided to ensure the provision of necessary support services.

This policy provides an overarching structure to emergency management planning and response. Its implementation is effected primarily through two key operation procedures; **Emergency Evacuation Procedure** and **Emergency Lockdown Procedure**.

The relationship of the Emergency Management Response Plan and the Emergency Evacuation and Emergency Lockdown Procedures can be understood by the following figure:



2.3. Affiliated Authorities

- *Child Protection Act 1999 (Queensland)*
- *Queensland Anti-Discrimination Act 1991*
- *Work Health and Safety Act 2011*
- No. 3 Duty of Care Policy
- No. 5 Student Welfare Policy
- No. 12 Workplace Health & Safety Policy

3. ACCOUNTABILITIES

3.1. Critical Response Team

- College and Campus specific Emergency Evacuation Procedure
- College and Campus specific Emergency Lockdown Procedure
- College and Campus specific Bomb Threat Evacuation Procedure
- Critical Incident Management Plan (CIMP)

Under the direction of the Principal, the Critical Incident Response Team (**CIRT**) has direct responsibility for the implementation of the **CIMP**.

The **CIRT** will consist of:

- Principal
- Deputy Principal – Head of Primary
- Deputy Principal – Pastoral Care (SJAC)
- Deputy Principal – Curriculum (SJAC)
- Chaplain
- Heads of House
- Assistant to Deputy Principal – Head of Primary
- Manager HR and Compliance
- Chief Financial Officer

The Principal as the Head of the **CIRT**, is responsible for:

- Informing the College Board, President of P&F, Anglican Church Brisbane Diocese of the critical incident.
- Prepares statement for use with media, staff, parents and students (in consultation with Deputy Principal – Head of Primary, Deputy Principal– Pastoral Care, Deputy Principal - Curriculum and Chaplain).
- Assumes responsibility as spokesperson to the Media for the school community.
- Convene the initial meeting of the Critical Incident Response Team (as a matter of urgency) to consider implementation of action plan.

Head of Primary - Deputy Principal, Deputy Principal – Curriculum and Deputy Principal – Pastoral Care are responsible for the logistical and administrative management of the crisis – as it applies to the engagement of emergency and counselling services, deployment of staff, timetable rescheduling, and as a “hub”/clearing-station for the carrying out of the Critical Incident Management Plan.

- Initiate, then supervise the Critical Incident Management Plan; including contact of appropriate Emergency Services
- Determine immediate course of action (in consultation with Head of College).

Chaplain

Will give pastoral leadership and direction to the welfare of students, staff and families affected by the crisis.

- Liaise with the Principal of Primary, Deputy Principal – Pastoral Care and Deputy Principal – Curriculum
- Management of pastoral proceedings in a designated “quiet room”, determining staffing needs with the Pastoral Care Team and request staff from Principal of College.

4. DEFINITIONS

Home Group

Provides direct support to the students, providing opportunity for one on one discussion where appropriate and necessary.

Classroom Teachers

Will be sensitive to the needs of students and monitor behaviour or reactions to the events that may require specific attention by the CIRT

Manager HR & Compliance

Provides direct support to staff who may need additional support. Maintains relevant personnel records relating to the response plan and the Human Resource or Industrial Relations impact on staff and the issues for the College.

Chief Financial Officer

Is responsible for the financial management of a critical incident, particularly handling all insurance claims.

Critical Incident is any situation faced by a school community causing its members to experience unusually strong reactions, which have the potential to interfere with their ability to function either at the time the situation arises or later.

Examples of critical incidents include:

- the accidental death, serious injury or terminal illness of a student, staff member or family member
- the destruction of part, or the whole of the College
- major vandalism
- the murder of a student, staff member or family member
- a group of students lost or injured on an excursion
- students and/or staff members being taken hostage
- a natural disaster; e.g. flooding, earthquake, electrical storm damage
- student or staff suicide
- a sexual assault
- enforced school closure.

CIM: Critical Incident Management Policy approved by the Board

CIMP: Critical Incident Management Plan which provides for procedural application of the approved Critical Incident Management Policy

CIRT: Critical Incident Response Team

Refer Appendix 1 for membership of the Committees

5. STRUCTURAL CONTEXT

The Colleges have a high degree of operational autonomy. This is reflected in the structure for Emergency Management Planning and the associated Emergency Evacuation and Emergency Lockdown Procedures.

Executive Emergency Planning Committee

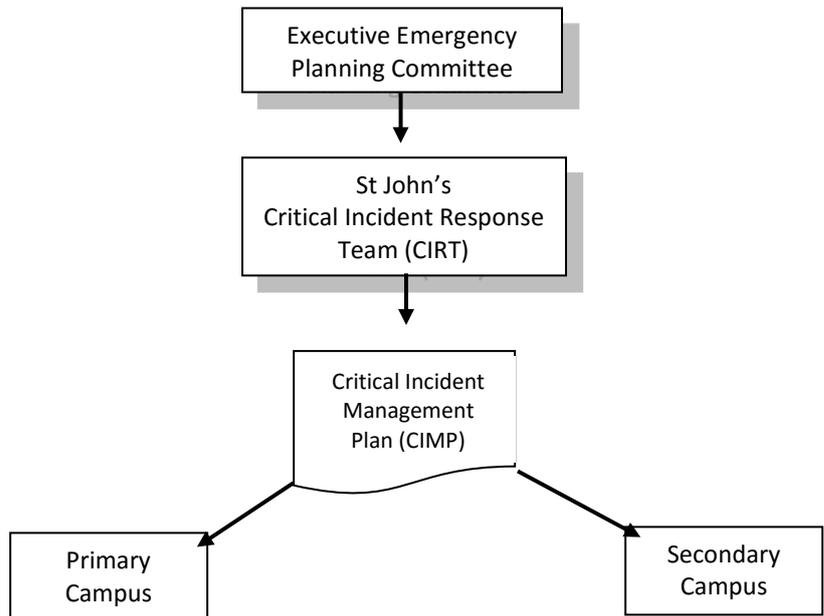
At the highest strategic operational level is the Executive Emergency Planning Committee which is responsible for setting broad guidelines for emergency management, planning and response planning. Generally, the

Emergency Planning Committee is a function carried out by the Executive Leadership Team.

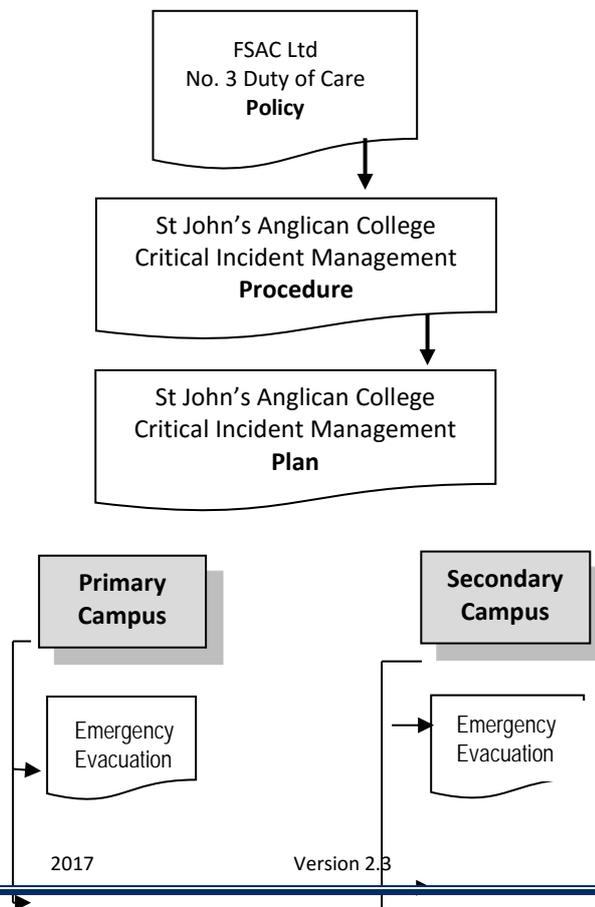
College Critical Incident Response Teams

Each College will have a Critical Incident Response Team.

In addition to the responsibilities set out above, the CIRT will be responsible for developing, implementing, monitoring and evaluating College specific emergency response procedures incorporating detailed procedures for each campus for critical incident response planning including Emergency Evacuation and Emergency Lockdown. This hierarchical structure can be represented by the following:



The Policy and Procedure structure can be represented by the following:



Emergency
Lockdown

Emergency
Lockdown

Bomb Threat
Evacuation

While the policy outlines the Critical Incident Management Framework, it **does not provide a detailed statement of the preparedness and response arrangements for each College.**

Detailed response procedures will be outlined in the Critical Incident Management documentation that will have been prepared by each College.

6. APPLICATION

The effects upon the College community of a traumatic event, whether occurring at the College, or involving students or staff away from the College community, can be profound, disruptive and long lasting.

The immediate impact may involve shock, particularly to those who witnessed the event, disruption of the timetable, new responsibilities for staff in supporting children and informing their parents, and communication difficulties.

After the event there may be continuing need to support and monitor students and staff who have been affected. The consequence for the College may last for some considerable time following the event.

6.1. General

This section outlines in **general terms** the response to an emergency. This includes:

- The three generally accepted incident levels that determine the nature of the response; and
- The response in general terms.

This procedure refers to three levels of emergency incidents that are consistent with Australian and overseas practices. Response to the three incident types is based on an initial assessment and the response is escalated as the situation demands.

6.2. Level 1 (Low)

A local **Level 1** Incident is typically one where the emergency situation presents danger, but there is no immediate threat to areas outside the vicinity of the emergency. This level of incident is characterised by:

- The likelihood that the incident can be dealt with by on-site College/Campus emergency response personnel – security/maintenance staff and pastoral care staff;
- Generally, does not require a response from a Public Response Agency (Police, Fire or Ambulance);
- A possibility of media attention.

6.3. Level 2 (Serious)

A serious **Level 2** Incident is a situation that could be beyond the capabilities of the first response by College personnel. It may require the services of Public Response Agencies. It is characterised by:

- Possible shutdown of College/Campus area/s and infrastructure, i.e. classrooms, facilities and power supplies etc;
- Having an impact outside of College/Campus property;
- Extending for a long time period; and
- Likely Media attention.

6.4. Level 3 (Major)

A major **Level 3** Incident is an even more serious situation with the possibility of developing into a crisis situation involving fatalities or multiple serious injuries and/or serious acts of violence on a large scale. A major **Level 3** incident will normally activate predetermined responses from key College/Campus personnel and the Critical Incident Response Team and require the support of public response agencies. It will usually involve one or more of the following:

- Significant media involvement;
- Significant political involvement.

6.5. Generalised Response

The general approach to an emergency situation essentially involves three stages. The approach is based on an assessment of both the emergency categorisation and incident level to ensure that the appropriate response is triggered.

Stage 1. The reporting person may contact a public response agency at the outset if there is imminent danger to property or persons, such as a significant fire or a serious accident resulting in death or serious injury. If the public response agency is called, it is the first step in a Level 2 serious or Level 3 major emergency response. The reporting person should also contact the Principal who will then make an assessment of the emergency and verify or update the information provided by the reporting person.

Stage 2. The Contact Officer makes an assessment based on the Emergency Assessment Check list and decides whether the emergency needs to be dealt with by a Principal. This decision will be based on the need to advise and involve senior College management.

Stage 3. The Incident Controller would then inform the Critical Incident Response Team. If a public response agency has not already been notified, the incident controller makes the decision as to whether they should now be involved. If a public response agency requires support from the College/Campus, a command point will be established to support their operations.

Emergency Assessment Checklist

The following checklist outlines various assessment and action criteria that can be used by contact officers to assist them in determining response actions.

It is vitally important that once the emergency has been dealt with, all aspects of response and subsequent actions be fully documented.

Assessment	Action
Verify the report	Confirm the accuracy of the information provided Alert the workplace
Assess the scope of the emergency	What is the emergency? Has the worst already happened? Can the situation get worse? Where is it – is it close enough to be a threat?
Assess the danger	How is the hazard behaving? Is it getting bigger or smaller? (i.e. fire or gas cloud) Is it getting closer or moving away? Is it moving quickly or slowly – is it affected by weather conditions (i.e. bushfire, smoke, gas cloud)?
Confirm the report	Notify the appropriate Public Response Agency on 000 (112 on mobile phone) if appropriate and if it has not already been done
Identify safe areas	Which areas and access routes cannot be used? Is it best to remain indoors, or leave the building? How far does the danger area extend?
Move to safe areas if appropriate	Seal buildings if remaining indoors. Communicate decisions to departments etc. Implement procedures as appropriate.

6.6. Media Management Plan

A media management process will be included in the CIMP to ensure clear and accurate flow of information, particularly in the management of the media.

6.7. Incident Reporting and Recording

All aspects of the critical incident and the College's response and follow up will be recorded. Specific information may be placed in individual student or staff files where appropriate.

6.8. Follow-up and Evaluation

A review and evaluation of the response to the critical incident will be conducted and the procedures reviewed by the **CIRT** with the Principal.

Changes to the procedures, including updating resources will be made as soon as practicable following the review and evaluation.

6.9. Confidentiality

All information relating to the critical incident will be treated as **CONFIDENTIAL** and sensitive information.

7. PROCEDURE ADMINISTRATION

In accordance with procedure development and review protocol this procedure will be recorded as an approved procedure as of the date shown on the front of this procedure document.

The procedure will be reviewed twelve (12) months from the date of the approval shown herein.

Notwithstanding the schedule review, should any circumstance change materially before the twelve (12) month review period, the policy will be immediately reviewed in order to maintain appropriate accuracy, relevance and authority.

Committee Membership:

Critical Incident Response Team (CIRT) Members

St John's

- Principal
- Head of Primary - Deputy Principal
- Deputy Principal - Pastoral Care (SJAC)
- Deputy Principal - Curriculum (SJAC)
- Chaplain
- Heads of House
- Assistant to Principal of Primary
- Manager HR & Compliance
- Chief Financial Officer