

# CRITICAL INCIDENT MANAGEMENT PROCEDURE



Human Resources and Compliance

Version 3.0

Last Reviewed: 30 April 2018

## 1 Statement

St John's Anglican College is committed to implementing an integrated critical incident management procedure and plan to ensure the safety of all people associated with the College and the continuity of its teaching and learning objectives.

## 2 Scope

This procedure applies to the College Council members, employees, students and visitors to the College.

## 3 Principles

This procedure is based on the following principles:

- The College owes a clear duty of care to its staff and students, accordingly planning for the management of critical incidents 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 procedure provides the framework for the College's emergency management planning and response. In relation to an emergency situation, its implementation is effected via the 'Emergency Evacuation Procedure' and 'Emergency Lockdown Procedure'.

## 4 Student Protection

The College supports the rights of children and young people and is committed to ensure the safety, welfare and wellbeing of students. The College is therefore committed to responding to allegations of



student harm resulting from the conduct or actions of any person including that of employees. This commitment includes the provision of a safe and supportive living and learning environment for all students and requires all employees, volunteers and visitors to model and encourage behaviour that upholds the dignity and protection of students from harm.

## 5 Definitions

<b>Critical Incident:</b>	<p>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.</p> <p>Examples of critical incidents include:</p> <ul style="list-style-type: none"> <li>• the accidental death, serious injury or terminal illness of a student, staff member or family member;</li> <li>• the destruction of part, or the whole of the College;</li> <li>• cyber incident including a cyber attack;</li> <li>• major vandalism;</li> <li>• the murder of a student, staff member or family member;</li> <li>• a group of students lost or injured on an excursion;</li> <li>• students and/or staff members being taken hostage;</li> <li>• a natural disaster; e.g. flooding, earthquake, electrical storm damage;</li> <li>• student or staff suicide;</li> <li>• a sexual assault; or</li> <li>• enforced school closure.</li> </ul>
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## 6 Critical Incident Management

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

Immediate impact may involve shock, particularly for witnesses to the event, disruption to scheduled school activities, new responsibilities for staff in supporting children and informing their parents, and communication difficulties.

After the event, there may be a continuing need to support and monitor students and staff who have been affected.

### 6.1 Critical Incident Response Team

Under the direction of the Principal, the Critical Incident Response Team (CIRT) has direct responsibility for the implementation of the Critical Incident Management Plan (CIMP). This plan will include a 'Media Management Plan' to ensure clear and accurate flow of information, and media management.

The CIRT consists of:

- Principal
- Deputy Principal
- Head of Primary, Deputy Principal



- Deputy Principal, Pastoral Care
- Chaplain
- Middle School Coordinator
- International Student Coordinator
- Heads of House
- Assistant to the Head of Primary and PYP Coordinator
- Manager Human Resources and Compliance
- Business Manager

The CIRT may vary depending on whether an incident affects both campuses or if it is an isolated incident. Other staff members may be appointed to assist the CIRT such as the Facilities Manager, Manager IT and Innovation and/or Manager Marketing and Enrolments.

The Principal is the leader of the CIRT, responsible for:

- informing the College Council, President of the P&F, Anglican Church Brisbane Diocese of the critical incident;
- preparing statements in consultation with the Deputies and Chaplain for use with:
  - media
  - staff
  - parents
  - students
- assuming responsibility of spokesperson to the media on behalf of the College community;
- convening the initial meeting of the CIRT (as a matter of urgency) to consider the implementation of an action plan.

All Deputies 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' for carrying out the CIMP. Specifically:

- initiating, then supervising the CIMP, including contacting the appropriate Emergency Services; and
- determining an immediate course of action (in consultation with the Principal).

The Chaplain is responsible for providing pastoral leadership and direction in relation to the welfare of students, staff and families affected by the crisis. Specifically:

- liaising with the Deputies; and
- managing pastoral proceedings in a designated 'quiet room', determining staffing needs with the Pastoral Care team.

The Heads of House, Middle School Coordinator and International Student Coordinator provide direct support to the students, providing opportunity for one on one discussion where appropriate and necessary.



Teachers will be sensitive to the needs of students and monitor behaviour or reactions to the event/s that may require specific attention by the CIRT.

The Manager Human Resources and Compliance is responsible for providing support to staff who may need additional support. They also maintain relevant employee records relating to the CIMP and assess the Human Resources/Industrial Relations impact on staff and relevant issues for the College.

The Business Manager is responsible for the financial management of a critical incident, particularly handling all insurance claims.

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.

## 6.2 Critical Incident Levels

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

### 6.2.1 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 staff such as Facilities and/or Pastoral Care staff;
- generally, does not require a response from an Emergency Service (Police, Fire or Ambulance); and
- a possibility of media attention.

### 6.2.2 Level 2 (Serious)

A serious Level 2 incident is a situation that could be beyond the capabilities of the first response by College staff. It may require the services of an Emergency Service. It is characterised by:

- possible shutdown of College area/s and infrastructure i.e. classrooms, facilities, and power supplies;
- having an impact outside of College grounds;
- extending for a long period of time; and
- likely media attention.

### 6.2.3 Level 3 (Major)

A major Level 3 incident is an event that has the possibility of developing into a crisis involving fatalities or multiple serious injuries and/or serious acts of violence on a large scale. A major Level 3 incident will usually activate predetermined responses from key College employees and the CIRT requiring the support of Emergency Service agencies. This level of incident will usually involve:



- significant media involvement and/or
- significant political involvement.

### 6.3 Critical Incident Stages of Response

An assessment is performed on the emergency category and incident level to ensure that an appropriate response is initiated. This assessment results in the following three stages.

#### 6.3.1 Stage 1

The person responsible for reporting the situation may contact an Emergency Service at the outset if there is imminent danger to property or people, such as a significant fire or a serious accident resulting in death or serious injury. If the Emergency Service is called, it is the first step in a serious Level 2 or major Level 3 critical incident. The person reporting should also contact the Principal who will then make an assessment of the incident and verify or update the information provided by the person who reported the incident.

#### 6.3.2 Stage 2

The relevant contact person at the College makes an assessment based on the 'Emergency Assessment Checklist' and decides whether the incident needs to be dealt with by the Principal. This decision will be based on the need to advise and involve the Senior Leadership Team.

#### 6.3.3 Stage 3

The Principal or delegate will then inform the CIRT. If an Emergency Service has not already been notified, the Principal or delegate will decide as to whether they should be notified. If an Emergency Service requires assistance from the College, a command post will be established to support their operations.

#### 6.3.4 Emergency Assessment Checklist

The 'Emergency Assessment Checklist' outlines various assessments and actions that should be used by people to assist in determining appropriate responses. It is vitally important that once required immediate action has been taken, that all aspects of the response and actions are fully documented.

Assessment	Action
Verify reporting of the incident:	Confirm the accuracy of the information provided and alert the workplace.
Assess the scope of the critical incident:	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? (e.g. fire, gas or cloud) Is it getting closer or moving away? Is it moving quickly or slowly – is it affected by weather conditions? (e.g. bushfire, smoke, gas or cloud)
Confirm the report:	Notify the appropriate Emergency Service by dialling their primary emergency service number 000 or secondary emergency service number 112 if appropriate and if they have not already been notified.
Identify safe areas:	What areas and access routes cannot be used? Is it best to remain indoors, or leave buildings? How far does the danger extend?



Move to safe areas if appropriate:	Seal buildings if remaining indoors. Communicate decisions to departments and relevant people. Implement procedures as appropriate.
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## 6.4 Incident Reporting and Recording

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

## 6.5 Follow Up and Evaluation

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

## 6.6 Confidentiality

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

## 7 Privacy

Personal information that may be collected is obtained, stored and released in accordance with the *Privacy Act 1988*. For further information please refer to the College's *Privacy Procedure*.

## 8 Accountabilities and Responsibilities

The table below outlines the accountabilities and responsibilities for governing and managing the College.

College Council:	Is responsible for ensuring the proper and effective management and operation of the College. This includes defining and monitoring the strategic direction, developing and monitoring policies, monitoring the effectiveness of the College Council and College, and establishing control and accountability systems.
Principal:	Is responsible for the administration and implementation of the College's strategic direction, policies and procedures and control and accountability systems developed by the College Council. The Principal works closely with and is accountable to the College Council for leading the College to deliver high quality curriculum and educational outcomes, excellence in teaching and learning, a strong College community and driving market growth.
Manager Human Resources and Compliance:	Is responsible for ensuring the achievement of College strategic objectives through the development and application of best practice Human Resource Management principles and practices that comply with legislative requirements. The Manager Human Resources and Compliance works closely with and is accountable to the Principal for developing, implementing and evaluating an appropriate policy framework compliant with all statutory requirements.
Employees:	Are expected to abide by all College policies and procedures.



## 9 Related policies, procedures and other documents

### 9.1 Policies

Duty of Care Policy

Risk Management Policy

Student Protection in Anglican Schools Policy

Student Welfare Policy

Workplace Health and Safety Policy

### 9.2 Procedures

Bomb Threat Procedure (Secondary)

Concussion Management Procedure

Evacuation Procedure (Primary)

Evacuation Procedure (Secondary)

Lockdown Procedure (Primary)

Lockdown Procedure (Secondary)

Privacy Procedure

Student Protection in Anglican Schools Procedure

### 9.3 Other documents

Australian Privacy Principles

Child and Youth Risk Management Strategy

College Vision, Mission and Values Statement

Critical Incident Management Plan

Critical Incident Management Plan Follow Up Debriefing and Review Guidelines

Duty of Care Statement

Quick Reference Guide for Lockdown and Evacuation

Risk Management Plan

Safeguarding Our Students, Student Protection Policy and Procedures Guide for Volunteers and Visitors to Anglican Schools

Student Code of Conduct

Student Protection Resource Sheets



## 9.4 Legislation

*Anti-Discrimination Act 1999 (Qld)*

*Child Protection Act 1999*

*Education (Accreditation of Non-State Schools) Act 2017*

*Education (Accreditation of Non-State Schools) Regulation 2017*

*Education Services for Overseas Students Act 2000*

*Education Services for Overseas Students Regulations 2001*

*Information Privacy Act 2009*

*National Code of Practice for Providers of Education and Training to Overseas Students*

*Privacy Act 1988*

*Right to Information Act 2009*

*Work Health and Safety Act 2011*

*Work Health and Safety Regulations 2011*

*Working with Children (Risk Management and Screening) Act 2000*

*Working with Children (Risk Management and Screening) Regulation 2011*

## 10 Approval

This procedure was issued on 10 May 2018 under the authority of the Principal. This document represents the current policy of the College until it is revised or rescinded.

## 11 Managing this procedure

### 11.1 Review

This procedure is to be reviewed every two years or earlier if necessary. The Manager Human Resources and Compliance is responsible for reviewing or making approved modifications to the procedure and distributing.

### 11.2 Breach of Policy

All employees are expected to abide by College policies and procedures, failure to do so may lead to disciplinary action ranging from counselling to dismissal.





## 12 Document information

### Version Control

Version	Date	Description	Author
3.0	30/04/2018	Procedure review and update	Manager HR and Compliance

## 13 Authorisation

Suzanne Bain  
Principal  
Date: 10 May 2018