

Critical Incident Policy 2016

Aims

- A. To manage unusual and significant incidents and situations in the best interests of the school and the members of the school community.
- B. Minimise the impact of critical incidences on students, staff, volunteers and visitors.
- C. Facilitate the return of the workplace to normal operations as soon as possible.

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.

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 (Attachment B)

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

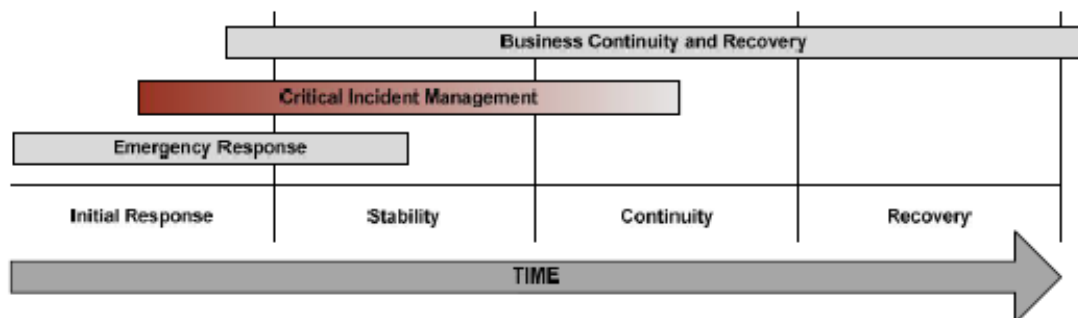
This policy applies to:

- A. Employees
- B. Students
- C. Parents
- D. Community members
- E. 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. Incident** - Encompasses terminology variations such as issue, emergency, disruption and crisis, whether potential or actual. A low level local problem with no series impact. Senior staff and the governing body may not be involved in the resolution.
- B. Emergency:** An emergency can be considered to have three elements: (a) a threat to the organisation, (b) the element of surprise, and (c) a short decision time. (refer to Emergency Procedures Policy)
- C. Crisis** - A rare event that causes an unstable or crucial time or state of affairs in which a decisive change is impending, especially one with the distinct possibility of a highly undesirable out-come. Especially outcomes that may have significant negative effects on the schools reputation, financial security or staff/student safety. A rapid response by leadership and governance is needed. A crisis often develops over time; however it can suddenly escalate if not managed well.
- D. 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 Appendix A.
- E. 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 Department of Education Services and the Chair of the governing body. (AISWA Emergency management).
- F. Incident Manager:** The person responsible for the overall control of an emergency or critical incident, usually the Principal or sometimes his or her delegate.
- G. Critical Incident Management Plan (CIMP):** A set of procedures to deal with a particular crisis.
- H. 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.

Principles

This plan is written in-line with the four phases of emergency management, namely:

“Comprehensive Approach” to Emergency Management



- A. Prevention** - assessments will be conducted to identify potential hazards and develop procedures and policies designed to mitigate or prevent damage.
- B. Preparedness** - plans, policies and procedures will be developed then communicated through training, testing the plan and communicating the CIMP with the required stakeholders.
- C. 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.
- D. 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.

Responsibilities

The School must notify Dept. Education Services of any critical and emergency school incidents, including:

- Circumstances that pose a critical risk to the health, safety or well-being of one or more students or staff;
- Incidents requiring school closure, lockdown, or reduction of number of students or staff attending;
- Death, or life-threatening injury, of a student or staff member at school, or following an incident that occurred while being educated.

A. Council

1. Oversee critical incident reporting to DES in conjunction with Coordinator.
2. Writing and updating this policy in consultation with relevant parties
3. Ensuring this policy is implemented
4. The governance structure of the school will guide in deciding who is the best qualified to manage a critical incident.
5. Annual review of the organisation structure as seen in the organisation chart.
6. Respond to threats and opportunities affecting the well-being of the school and to be proactive in examining these situations and acting upon them.
7. Annual review of the CIMT structure and the CIMP

B. Coordinator

1. Oversee critical incident reporting to DES in conjunction with Council.
2. Oversee the notification and documentation outlined in the CIMP.
3. Respond to threats and opportunities affecting the well-being of the school and to be proactive in examining these situations and acting upon them.

4. Performing the duties of Team Leader as defined in the CIMP. (If the Coordinator is not present or is unable, the teacher in charge or the alternate team leader as named in the CIMP is the substitute.)
5. Staff induction and training.
6. Regular review of incidents and accident reports
7. Annual review of the CIMT structure and the CIMP
8. Make Work Cover reports if required.

C. Administration Staff

1. Ensure lists are kept updated:
 - a. Staff and next of kin contact list
 - b. Students at risk list
 - c. Parent contact list

D. Teaching Staff

1. Complete Critical incident management training

E. Adult members of school community

1. Respond to threats and opportunities affecting the well-being of the school and to be proactive in examining these situations and acting upon them.
2. All members of the school community are responsible for contributing to their own safety and that of others by:
 - a. acting on their awareness of potential risks,
 - b. familiarising themselves with emergency procedures
 - c. Acting responsibly in an emergency.

Related Legislation

- A. Occupational Health and Safety Act 1984
- B. Occupational Health and Safety Regulations 1996
- C. Australian Standard AS3745 – 2010: Planning for Emergencies in Facilities.
- D. AS/NZS ISO 31000:2009 Risk Management – Principles and Guidelines
- E. Emergency Management Act 2005
- F. Emergency Management Regulation 2006
- G. School Education Act 1999
- H. School Education Regulations 2000
- I. Disability Discrimination Act 1992
- J. Incorporated Associations Act

Related Kerry Street Documentation

- A. Kerry Street Community School Critical Incident Management Plan (CIMP)
- B. Kerry Street Community School Emergency Management Plan (EMP)
- C. Staff Contact Directory
- D. Student at Risk Directory
- E. Policies including:
 - 1. Complaints Policy
 - 2. Emergency Procedures Policy
 - 3. Risk Management Policy
 - 4. Bushfire Policy
 - 5. Behaviour Management Policy
 - 6. Bullying Policy
 - 7. Use of Physical Restraint Policy
 - 8. Supervision Policy
 - 9. Duty of Care Policy
 - 10. Child Protection Policy
 - 11. OHS Policy
 - 12. Excursion Policy
 - 13. Camp Policy
 - 14. All policies related to Health and Safety
- F. Organisation Chart
- G. Constitution
- H. Values and Philosophy
- I. Incident Report File
- J. DES Critical Incident Report Form

Reference

(CIMP) Critical Incidence Management Plan

Contact Person

Enquires relating to this policy should be directed to the School Coordinator or Council President.

Breaches of this Policy

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

Attachments

- A.** Prevention and Preparedness Procedure
- B.** Emergency and Crises Management Flowchart
- C.** Critical Incident Severity Matrix
- D.** Events to Report/DES Notification Form

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

Helen Sugars Duff

Critical Incident Policy – Attachment A
Prevention and Preparedness Procedure

Prevention

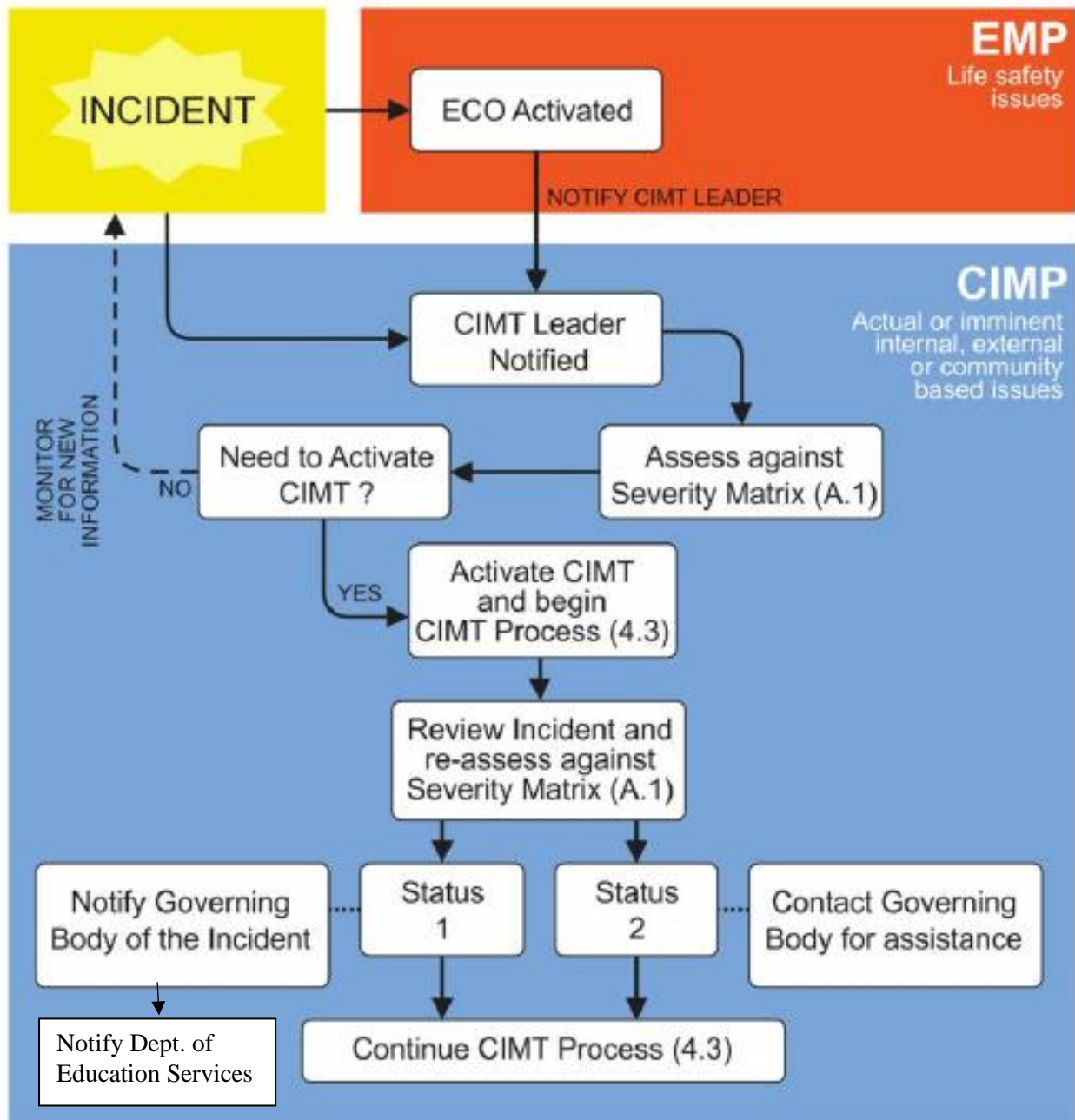
- A. Risk Assessment** will be carried out to minimise the occurrence of emergencies/critical incidents.
- B.** Regular **reviews** of incident and accident reports
- C. Maintenance** of school vehicles and machinery

Preparedness

- A. Access for emergency services:**
 - 1.** Good access to school grounds
 - 2.** Maps and building plans including locations of power, water and gas cut off valves and switches
- B. Training** will be conducted to ensure emergency procedures and critical incident response Plans are known and understood by staff, students.
- C. Practice** emergency procedure drills will be carried out throughout the year.

Critical Incident Policy – Attachment B

Crisis Management Flowchart



Critical Incident Policy – Attachment C

Critical Incident Severity Matrix

CRITICAL INCIDENT SEVERITY MATRIX

The School has developed a Severity Matrix which establishes a set of standardised notification and escalation “thresholds”. These provide guidance on activation triggers for the Critical Incident Management Team (CIMT) and support from the School Board. This Severity Matrix is intended for use by the CIMT on being notified of a current or potential event or issue impacting the school.

Use of this standard Severity Matrix provides a consistent, non-subjective assessment and escalation / notification decision making process. Consistent use and application of this Severity Matrix aims to ensure that notifications occur uniformly, regardless of what aspect of the school is impacted.

All events should be considered against the Severity Matrix to determine the appropriate level of escalation. It provides a description of the types and/or outcomes of events, a measurement of severity and the teams that would be involved for each.

Once the CIMT Leader is notified of an event, it is their responsibility to determine the requirement for activation.

To use the Severity Matrix, an assessment should follow the steps below;

- Identify the outcomes relevant to the event from the list in the left hand column of the matrix;
- For each outcome, determine the description (from the boxes to the right of the outcome) that best describes the severity. If there is uncertainty over a severity it is advisable to select the most serious ranking.
- The outcome with the maximum severity determines the overall severity ranking of the event.
- Once the CIMT is activated, the core team will begin a strategic response.

Should an outcome occur that is not covered by the Severity Matrix, the Team Leader must make a judgement regarding the appropriate level of notification / escalation.

APPENDIX A.1 - CRITICAL INCIDENT SEVERITY MATRIX

OUTCOME \ RESPONSE		STATUS 1 – INCIDENT MAINLY MANAGED BY THE SCHOOL'S CIMT THE SCHOOL BOARD MUST BE NOTIFIED	STATUS 2 – INCIDENT MAINLY MANAGED BY THE SCHOOL'S CIMT THE SCHOOL BOARD MUST BE NOTIFIED
		LOWER LEVEL CRITICAL INCIDENT	HIGHER LEVEL CRITICAL INCIDENT
1	Personal injury	Injury involving hospitalisation	Multiple injury involving hospitalisation / fatality
2	Missing People	One or more people confirmed missing	One or more people confirmed missing >24hrs
3	Kidnap, Extortion, Sabotage	Confirmed threats without actions	Escalated threats or actions involving harm and/or significant damage
4	Environment	Small spill / release with minor implications to staff and students	Significant spill / release requiring evacuation and regulatory reporting
5	Loss of teaching capacity	Total loss of classes or >25% loss for less than two weeks	Total loss of classes or >25% loss for more than two weeks
6	Major contractor or supplier Issue	Supply or services disrupted with threat to teaching	Supplier in crisis
7	Loss of facilities/infrastructure	Loss of facilities <u>not</u> affecting school activities	Long term loss of facilities affecting school activities
8	Loss of Senior Personnel	Personnel loss affecting normal teaching capabilities	Personnel loss affecting school management capabilities
9	Media coverage	Response required to local or state media article	Response required to nationwide media attention
10	Regulatory / Government authority action	School controlling with higher than normal government interest	Threat of government interference with management and control
11	Legal action	Threatened legal action	Confirmed legal action
12	Financial issue	Cash flow or accounting issues	Escalated cash flow or accounting issues

Critical Incident Policy – Attachment D
Events to Report/DES Notification Form

Based on the school principle of ‘prudent over-reaction and rapid de-escalation’ staff should report any incident that may affect school operations to the Coordinator. These events can occur at the school or elsewhere and may occur out of school hours. Incidents listed on the below form must be reported to DES.



Government of Western Australia
 Department of Education Services

This form should be completed as soon as practicable and, in any event, within 48 hours of the incident, saved for your records and provided to:
 Manager Regulation, Schools and Early Childhood, Non-Government Schools Branch
 Postal address: PO Box 1766 OSBORNE PARK DC WA 6017
 Email: ngr@des.wa.gov.au Telephone: (08) 9441 1900 Facsimile: (08) 9441 1901

Critical and emergency incident report

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Refer 2015 Registration Standards and Requirements- Section 4.4 - Critical Incidents

1. School Details

School:	
Chair of Governing Body:	Principal:
Email address:	Telephone:

2. Date, time and location of incident

Date of Incident:	Time of Incident:
Location of Incident:	

3. Affected Person(s) Select as appropriate

<input type="checkbox"/> Whole School	<input type="checkbox"/> Teaching Staff	<input type="checkbox"/> Other Schools
<input type="checkbox"/> Student(s)	<input type="checkbox"/> Support Staff	<input type="checkbox"/> Other (please specify)
<input type="checkbox"/> Parent(s) / Caregiver(s)	<input type="checkbox"/> Volunteer(s) / Visitor(s)	

4. Type of Incident Select as appropriate

<input type="checkbox"/> Accident leading to major injury or death	<input type="checkbox"/> Intruders
<input type="checkbox"/> Loss of Life	<input type="checkbox"/> Weapons
<input type="checkbox"/> Medical Emergency	<input type="checkbox"/> Bomb Threat
<input type="checkbox"/> Fire	<input type="checkbox"/> Threat of Physical Violence
<input type="checkbox"/> Natural or Physical Disaster	<input type="checkbox"/> Actual Physical Violence
<input type="checkbox"/> Child Abuse	<input type="checkbox"/> Major act of Vandalism or Burglary (causing major interruption to school)
<input type="checkbox"/> Sexual Abuse	<input type="checkbox"/> Other (please specify)
<input type="checkbox"/> Drugs	

5. Action Taken Select as appropriate

<input type="checkbox"/> Police / Emergency Services advised	<input type="checkbox"/> School Critical and Emergency Incident Policy followed
<input type="checkbox"/> Department for Child Protection advised	<input type="checkbox"/> School premises secured
<input type="checkbox"/> Chair of school governing body advised	<input type="checkbox"/> Counselling sought
<input type="checkbox"/> Department of Education Services advised	<input type="checkbox"/> Health and Safety Services advice sought
<input type="checkbox"/> Teacher Registration Board advised	<input type="checkbox"/> Suspension / Expulsion of Student
<input type="checkbox"/> Parent(s) / Caregiver(s) advised	<input type="checkbox"/> Staff stood down
<input type="checkbox"/> AISWA advice sought	<input type="checkbox"/> Other (please specify)
<input type="checkbox"/> CEOWA advice sought	

6. Brief description of the incident

(If there is insufficient space on this form, please state ‘Refer to attached’ and provide a separate sheet(s))