



Critical Incident Policy

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.
- D. 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 and Procedures, 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.

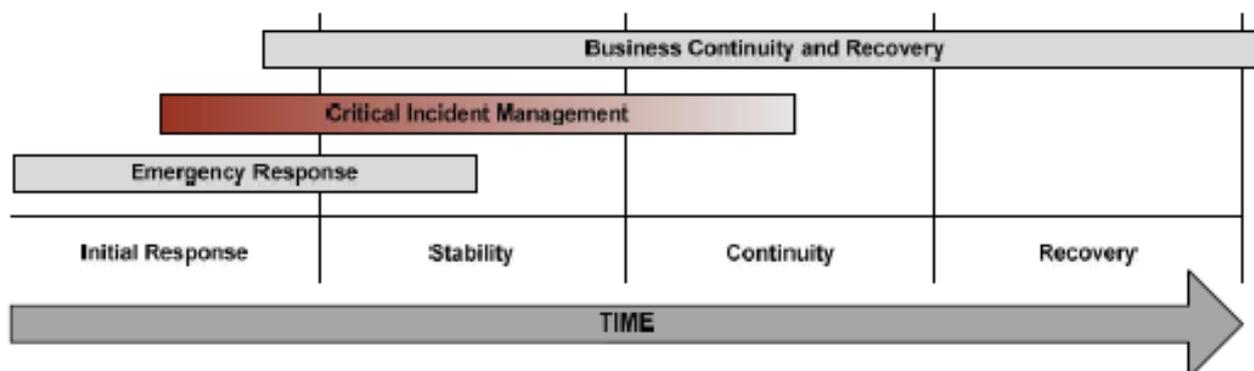
This policy applies to:

- A. Employees.
- B. Students.
- C. Parents.
- D. Community members.
- E. Contractors.
- 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. **Incident** - A low level local problem with no serious 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, 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.
- 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 the Critical Incidents Policy - Procedures and Forms.
- 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 Chair of the governing body, with a subset (i.e. 'reportable incidents', see definition) requiring

reporting to the Director General of Department of Education Services within 48 hours of occurrence.

- F. Reportable Incident** – a subset of critical and emergency incidents that must be reported to the Director General of the Department of Education Services 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.
- 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 Manager** - the person responsible for the overall control of an emergency or critical incident, usually the Principal or sometimes his or her delegate.
- I. Critical Incident Management Plan (CIMP)** - a set of procedures to deal with a particular crisis.
- J. 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.
- K. 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.
- L. Trauma** - is a psychological wound or injury suffered at school or during a school-related activity.

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

A. Board

1. Oversee reportable incident reporting to DES in conjunction with Principal and ensure that the Principal reports all reportable incidents to the Director General of DES within 48 hours.
2. Writing and updating this policy in consultation with relevant parties.
3. Ensuring this policy is implemented.
4. Ensure all critical incident reports are provided by the Principal, and are tabled at a Board meeting and reflected in the minutes.
5. The governance structure of the school will guide in deciding who is the best qualified to manage a critical incident.
6. Annual review of the organisation structure as seen in the organisation chart.
7. Respond to threats and opportunities affecting the well-being of the school and to be proactive in examining these situations and acting upon them.
8. Annual review of the CIMT structure and the CIMP

B. Principal

1. Oversee reportable incident reporting to DES in conjunction with the Board.
2. Notify the Director General of the Department of Education Services of any reportable incidents within 48 hours using the [Critical and emergency incident report form](#). Reportable incidents include:
 - a. 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.
 - b. 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.
 - c. 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.
 - d. 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.
 - e. 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.
 - f. 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. Appoint an Incident Manager.
4. Inform the Board of all critical incidents. The Board must be provided with a report of the critical incident by the Principal, and receipt of the report needs to be documented in the Board minutes.
5. Oversee the notification and documentation outlined in the CIMP.
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. 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.
8. 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.)
9. Staff induction and training.
10. Regular review of incidents and accident reports
11. Annual review of the CIMT structure and the CIMP
12. 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. The National Code of Practice for Providers of Education and Training to Overseas Students 2018
- D. Australian Standard AS3745 – 2010: Planning for Emergencies in Facilities.
- E. AS/NZS ISO 31000:2009 Risk Management – Principles and Guidelines
- F. Emergency Management Act 2005
- G. Emergency Management Regulation 2006
- H. School Education Act 1999, s159(1)(i)
 - a. [Critical and emergency incident report](#)
- I. School Education Regulations 2000
- J. Disability Discrimination Act 1992
- K. Incorporated Associations Act
- L. Privacy Act 1988
- M. Standards Australia HB 292:2006 A practitioner’s guide to business continuity management

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. Events to Report to DES Procedure
 - 8. DES Notification Form
- B. Policies including:**
 - 1. Complaints Policy
 - 2. Emergency Procedures Policy
 - 3. Risk Management Policy
 - 4. Bushfire Policy
 - 5. Records Management Policy
 - 6. Behaviour Guidance Policy
 - 7. Bullying Prevention Policy
 - 8. Supervision Policy
 - 9. Duty of Care Policy
 - 10. Child Safety and Wellbeing Policy
 - 11. OHS Policy
 - 12. Excursion and Camp Policy
 - 13. Staff and Student Codes of Conduct
 - 14. Email, internet and mobile phone policy
 - 15. **All** policies related to Health and Safety
- C. KSCS Critical Incident Management Plan (CIMP)**
- D. KSCS Emergency Management Plan (EMP)**
- E. Staff Contact Directory**
- F. Students at Risk Directory**
- G. KSCS Organisation Chart**
- H. KSCS Constitution**
- I. KSCS Values and Philosophy**
- J. Incident Report File**

Reference

- A. [Critical and emergency incident report](#)
- B. Critical Incidence Management Plan (CIMP)

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

Revision History

Date	Revision	Detail
May 2019	V.1	Formatting. Procedures separated and updated.
February 2020	V2	Update to definition of reportable incidents, as per AISWA guidance. Other minor edits/updates.