



## Appendix 7

# Critical Incident Policy

### Responsibilities

The College Leadership Team has overall responsibility for ensuring that this framework is implemented. Specifically, the Leadership Team has responsibility to:

- ratify and review the policies,
- approve additional resources in the event of a critical incident

St Saviour's College recognises the duty of care owed to its students and that planning the management of a critical incident is essential.

A critical incident is a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury. This may include but is not limited to:

- a) Serious injury, illness or death of a student or staff member
- b) Students or staff lost or injured on an excursion
- c) A missing student
- d) Severe verbal or psychological aggression
- e) Physical assault
- f) Student or staff witnessing a serious accident or incident of violence
- g) Natural disaster, e.g. earthquake, flood, cyclone, severe storm or extremes of temperature
- h) Fire, explosion, chemical hazard or bomb threat
- i) Social issues e.g. drug use, sexual assault
- j)

### The Principal will;

- develop and implement the Critical Incident Management Plan, reflecting the local conditions in the College
- appoint and monitor a Critical Incident Management Team,
- promote knowledge of the existence and content of the Critical Incident Management Plan in the College,
- communicate decisions regarding an incident, in line with the Critical Incident Management Plan,
- be guided by the Critical Incident Management Plan when making decisions concerning
- communication with the media. The Principal can act as spokesperson for the College, in line with the Critical Incident Management Plan and Media Policy.

### As a guide, the CIMT will include as leader, the Principal and others, such as;

- identified members of the College Leadership Team
- school counselor

- Assistant Principal Mission
- workplace health and safety officer.

**The Critical Incident Management Team will;**

- meet at least once a semester for the purpose of training and planning for an incident,
- ensure that the Critical Incident Management Plan is current and relevant
- fulfil allocated tasks, and
- provide information to the Principal to improve and update the Plan.

**DEALING WITH THE MEDIA**

It is important whenever a critical incident occurs that has the potential to generate media interest, that the Director of Catholic Education Toowoomba must be contacted on 46371400. The appointed contact can ensure effective control of the media at the scene. The Director is the spokesperson for the College.

**SUMMARY PROCEDURES FOR RESPONDING**

Procedures for responding to Critical Incident Response Procedures, must be displayed in prominent locations around the school and workplace. This procedure sheet must be included in the staff handbook.

**COMPLIANCE**

The internal audit schedule is completed each year.

An external audit is carried out at least every 3 years, or as required.

Evidence needed to comply with the Policy is appropriately recorded and stored.

**POLICY BREACH**

Any deliberate breach of this Policy, may lead to disciplinary action.

**Example of a Critical Incident Plan – Injury to one of our overseas students**

1. Immediate Action (within 24 hours)
  - a) Identify the nature of the critical incident
  - b) The first point of contact (Front Reception, Boarding supervisor etc) should get as much information as possible regarding the nature of the critical incident.
    - I. Where did the injury occur and what time? At the College or away?
    - II. How severe is the injury?
    - III. Where is the student now?
    - IV. Is the student in hospital?
    - V. Has an ambulance been called?
    - VI. Is an interpreter required?
    - VII. Name and contact details of person calling.
  - c) The information should be documented for future reference and College records.
  - d) The person who is initially notified of the incident should notify the critical incident team leader immediately as well as the Principal
  - e) Assignment of duties to College staff:
    - I. The critical incident team leader will identify the staff member responsible for any immediate action.
    - II. The incident will then be referred to the identified staff member.
    - III. The responsible staff member should keep in close contact with the critical incident team leader and any other staff members as required.
  - g) Implement the appropriate management plan or action strategy

- I. If the student is on campus
  - Ensure the appropriate intervention to minimise additional injury
  - Provide first aid where necessary
  - Ascertain the seriousness of the injury
  - Call ambulance if required
  - If ambulance is required ensure there is a staff member to accompany the student to hospital
  - Ascertain seriousness of the injury from hospital staff
- II. If Student is off campus
  - If situation appears serious call an ambulance and either meet the ambulance at the student's location or at the hospital
  - Otherwise go to location of student and provide first aid where necessary
  - Ascertain seriousness of injury
  - Call an ambulance if required accompany student to hospital
  - Ascertain seriousness of injury from hospital staff
- h) Dissemination of information to parent(s)/carer(s)
  - I. Contact parent(s)/carer(s) of the student
  - II. When there are a number of people to contact the College should attempt to simultaneously contact all parties.
  - III. Contact the staff in Boarding to advise
- i) Completion of a critical incident report (see sample of critical incident report)
- j) Advise the Director of Catholic Education, Toowoomba if Media response is required
- k) Media response if required
- l) Inform critical team leader of any relevant factual information to be conveyed to the media liaison
- m) If the student is seriously injured or requires hospitalisation, the College should enlist the aid of overseas consular staff to assist the family if they want to travel to Australia and with interpreting services to aid in communication with the relevant medical or counselling services.
- n) Assess whether any staff or students have been affected by the incident and provide support counselling.
- o) The Principal should also contact Department of Immigration and advise of the incident.

2. Post Incident Management – Please refer to our Critical Incident Plan

(\*NB if due to the seriousness of the injury to the student there may be a need to change the enrolment of the student e.g. suspension or cancellation of enrolment and make any changes in PRISMS)

**\*IMPORTANT PHONE CONTACTS FOR OVERSEAS STUDENTS INVOLVED IN A CRITICAL INCIDENT**

**GOVERNMENT DEPARTMENTS:**

DIAC (Department of Immigration & Citizenship)  
 299 Adelaide St  
 BRISBANE Q 4000  
 131 881

PNG Consulate  
 Level 3  
 344 Queen St  
 BRISBANE Q 4000  
 07 3221 7915  
 Japanese Consulate  
 Level 17

12 Creek St  
BRISBANE Q 4000  
07 3221 5188

**INTERPRETING SERVICE**

TIS – 13 14 50 (Client Code #C517894)