



## Critical Incident Policy

Policy Classification		
<b>Policy Number:</b>	<b>Date of Origin:</b> February 2010	
<b>Policy Audience:</b> Public Domain	<b>Review dates:</b> January 2012 February 2016 July 2019 May 2020	<b>Next Review:</b> 2022
<b>Policy Approval:</b> This Policy was approved by the Board, June 2020.		
This Policy supersedes all previous policies relating to matters herein.		
This policy is in accord with the Safeguarding Standards of Catholic Professional Standards Ltd which align with the National Principles of Child Safe Organizations.		

## 1.0 Rationale

- 1.1 As a registered and accredited school in NSW it is essential to ensure compliance with the New South Wales Education Standards Authority (NESA) Registered and Accredited Individual Non-Government Schools NSW Manual (March 2020, 3.6.1-3.6.3). As a result the College has in place and implements policies and procedures that provide a safe and supportive environment.
- 1.2 No school is insulated from critical incidents.
- 1.3 The establishment of an effective Critical Incident Management Plan is an essential element of pastoral care, in ensuring the school responds to crisis situations responsibly, compassionately, immediately and comprehensively. In this way, Oakhill College is best able to care for all its members, providing an effective framework of support for those in need.
- 1.4 A well-managed critical incident can enhance the reputation and credibility of the school. If handled poorly, it can harm the school and irreparably damage its public standing and reputation.

## 2.0 Guiding Principles

- 2.1 Oakhill College is committed to:
  - 2.1.1 Obtaining clear and accurate information of critical incidents.
  - 2.1.2 Responding with precision and sensitivity to critical incidents as they affect members of the school community.
  - 2.1.3 Keeping members of the school community informed of events and aware of follow-up procedures.
  - 2.1.4 Being inclusive of all who are affected by a critical incident.
  - 2.1.5 Being mindful of the safety and well-being of all members of the school community.
  - 2.1.6 Accessing professional support from agencies who are trained to deal with critical incidents as appropriate
  - 2.1.7 Maintaining a normal school program as close as possible after a critical incident occurs

## 3.0 Policy

### 3.1 An Incident and a Critical Incident

- 3.1.1 An incident is an occurrence, accident, illness, mishap, threat, natural phenomenon, or deliberate action which results in a near miss, loss, misfortune, or damage to a person(s), property, data, reputation and standing, and/or finances of an organisation and its community.
- 3.1.2 A critical incident is where the incident that results causes serious injury/death, catastrophic loss and/or disaster.

### 3.2 Reporting of Incidents

All staff are required to report all incidents to the Principal, Deputy Principal or another member of the Senior Leadership Team and:

- 3.2.1 Report incident details to ambulance / fire / police where applicable
- 3.2.2 Refer any enquiries – media, legal, parents to the Principal or his/her Delegate.

### 3.3 Emergency First Aid Response Plan (see Supporting Procedure 6.1)

For illness or injury to a student (or any other person) the emergency first aid response plan must be implemented immediately.

### 3.4 Emergency Management Response Plan (see Supporting Procedures 6.2)

- 3.4.1 The Emergency Management Response Plan covers the time from the initial reporting of the incident, until the formation, if required of the Critical Incident Response Team.

- 3.4.2 The Emergency Management Response Plan consists of:
- The incident report and its interpretation;
  - The immediate response procedure;
  - The evacuation or lockdown procedure if required;
  - Identification of Critical Incident – formation of the Critical Incident Response Team; or
  - Resumption of normal routine if not identified as a Critical Incident.

### **3.5 Critical Incident Manager**

In the event of a critical incident, any response by the College will be managed and coordinated by the Principal. When the Principal is unavailable the Deputy Principal will assume the role of Critical Incident Manager.

### **3.6 Critical Incident Management Plan (see Supporting Procedures 6.3)**

- 3.6.1 The Critical Response Team is to meet as soon as possible after a Critical Incident occurs
- 3.6.2 The Senior Leadership Team will form the Critical Incident Response Team. The Senior Leadership Team consists of the Principal, the Assistant Principal – Curriculum, the Assistant Principal – Pastoral Care, and the Bursar and Operations Manager.
- 3.6.3 Other key staff that may be involved in the Critical Incident Response Team are the Director of Mission, Director of ICT, Director of Administration and Planning, Head of Counselling, Heads of School, House Deans and / or Year Deans.
- 3.6.4 The Critical Incident Response Team must obtain accurate information and substantiated facts of the Critical Incident.
- 3.6.5 The Critical Incident Response Team is responsible for implementing the Critical Incident Management Plan

### **3.7 Communication**

The Principal will oversee all communication to:

- The College Board
- The Lasallian
- The Media
- Staff
- Students
- Parents
- Wider Community

### **3.8 Counselling**

- 3.8.1 Counselling will be provided for all those who need it. This may include many who do not seem to be closely connected to the event or the individuals involved.
- 3.8.2 All staff and/or students involved in the crisis will have the opportunity to participate in a debriefing, to be facilitated by the College Counsellors. Externally sourced trauma counselling will also be offered where applicable.
- 3.8.3 Counselling and debriefing will also occur for the Counsellors– ‘Counselling the Counsellor’.

### **3.9 Funerals**

- 3.9.1 Funerals of anyone involved in a critical incident would not normally be held at the College. This may be changed at the Principal’s discretion.
- 3.9.2 Students wishing to attend funerals of anyone involved in a critical incident should do so in the company of their parents.

### **3.10 Evacuation and Lockdown Drills (see Supporting Procedure 6.4)**

- 3.10.1 Staff and students at Oakhill College regularly participate in Emergency Evacuation and Lock Down drills to protect the school community against the unforeseen consequence of critical incidents.
- 3.10.2 The College undertakes an evaluation of the effectiveness of the Evacuation and Lockdown drills and refines and improves these procedures.
- 3.10.3 Emergency infrastructure such as Fire Alarms, Fire Extinguishers and the College PA are tested regularly.
- 3.10.4 Staff receive training regarding extinguishing fires.
- 3.10.5 Evacuation Maps are strategically located throughout the College.

### **3.11 Weekends, Holidays and Off-Site Activities**

The Critical Incident Management Plan remains in place during weekends, school holiday periods, and for activities and events being held off campus.

## **4.0 Policy Review**

The College will review as appropriate any school policies and procedures that may contribute to reducing the risk of a similar critical incident occurring again or minimising the impact of a similar incident on students and staff. This may include planning, staff training, acquisition of specific safety equipment, additional infrastructure, and increasing the safety of the school grounds.

This policy is regularly monitored and reviewed every two years or as required

## **5.0 Explanatory Notes and Definitions**

## **6.0 Supporting Documents and Procedures**

- 6.1 Emergency First Aide Response Plan
- 6.2 Emergency Management Response Plan
- 6.3 Critical Incident Management Plan (Emergency Response Plans)
- 6.4 Evacuation and Lockdown Procedures
- 6.5 Responding to Student Suicide – Support Guidelines for Schools (Nov 2016)