



POLICY

Critical Incident

Critical Incident

The College may become directly or indirectly involved in a tragic or traumatic event. The incident may involve loss of life, serious injury or emotional disturbance. The incident may occur in the school environment or outside. It may involve staff, students or those close to them. The network of those involved in a traumatic event can be wide, especially if it directly involves the school. Feelings of grief and loss can continue over long periods of time.

Counselling should 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. The school may be in a position to help grieving families at difficult times, e.g. through the school's participation in the funeral service. While school should operate as normally as possible, some degree of flexibility should exist. It is essential that people be given clear and accurate information at all times. It is essential that a Critical Incident Response Team be formed to manage the short and long-term effects on the College and our community.

Purpose

- To establish a clear process for critical incidents
- To ensure that best practice is followed in responding to a critical incident
- To ensure that DET incident reporting procedures are followed

Guidelines

Incidents vary in complexity. These guidelines provide a framework for action and would not necessarily be followed in all cases. However, the following four principles must be followed:

- provide clear, accurate information
- describe the actions to be followed
- provide help for all affected
- maintain a normal school program as close as possible

The College's Emergency Management Plan provides clear protocols for a range of incidents. Relevant staff to manage the critical incident should implement the protocols.

Immediate Actions

- Call Emergency Services – Phone 000
- Obtain accurate information. Deal only with substantiated facts.

Critical Incident Response Team

- Appoint a skilled Critical Incident Response Team to assist in the management of the incident. The team may include staff members, psychologists, counsellors, external DET personnel, support agencies etc. The size and composition of the team will be related to the nature of the incident. Distribute names of the Critical Incident Response Team members, and inform others of the role of the team.
- Appoint a skilled Critical Incident Response Team member to respond to media enquiries. A written press release may be useful. If necessary, protect others from contact with the media. Advice regarding this may be obtained from the DEECD Emergency Communications Centre and the DEECD Media Unit.

Communication

- As soon as possible inform staff, especially those most directly involved. Inform close friends and family individually. Allow questions and discussion as they arise. Dispel rumours.
- As soon as possible call students together and provide information about what has happened and what the school is doing about it. A follow up communication home may be important.

- As soon as possible provide accurate information to the community as to what has happened, and what is being done.
- Continue to keep staff, students and caregivers informed, especially about what has happened and what the school is doing about it.

Student/Staff Families

- Establish an open line of contact with the family or families directly involved.
- Provide out of school hours contact if necessary. This could be as simple as circulating the Principal's telephone number. In more complex situations it may mean maintaining telephone contact at the school.
- Continue contact with the family to identify their expectations of the school, e.g. student participation in funeral or memorial service.

Assistance/Counselling

- Try to identify those most likely to need help, e.g. classmates, teacher, special friends. Some students not directly affected may become distressed.
- Ensure that counselling help is available. Contact the Regional Office and/or DET if necessary. All emergency or criminal activity, in which the safety or well-being of staff or students is at risk, or where there is a threat to property, must be reported immediately to the Department's 24 hour Emergency and Security Management Branch on (03) 9589 6266.
- Provide counselling services for all. Ensure that there are suitable places in which this can take place. Be prepared to modify the timetable and other arrangements so that people are free to make use of available help.
- Be aware that the class teacher may be the person to whom students first turn for help.
- Children wishing to attend funerals should do so in the company of their parents. Provide meaningful participation for those not actually attending the service.
- Continue normal routines at school but acknowledge the effect of tragedy on the school community. Be flexible with those in need of help. Be aware that many people may be deeply affected, e.g. an event may cause a person to recall some traumatic event involving them in the past. The anniversary may also be a difficult time.
- Maintain links with the family. The school and family may wish to develop a memorial garden, erect a memorial plaque, or display a photo in a prominent position in the school.
- Be sensitive to staff and student's needs over a period of time.

Resources

- DET Emergency Management Planning
- Critical Incident Response
- Postvention

Endorsed Date: 5th May 2023
Date of next review: May 2024