

PURPOSE OF THE POLICY

The purpose of this policy is to outline procedures for action to take to manage critical incidents relating to international students at Coomera Anglican College.

Scope

The policy applies to all staff and students of the College, and provides information about areas of responsibility, reporting, communication.

Responsibility

Principal

Point of Contact

Principal/Critical Incident Management Team

PURPOSE AND DEFINITION

Coomera Anglican College recognises the duty of care owed to its students and that planning for the management of a critical incident is essential.

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

- Serious injury, illness or death of a student or staff
- Students or staff lost or injured on an excursion
- A missing student
- Severe verbal or psychological aggression
- Physical assault
- Natural disaster e.g. earthquake, flood, windstorm, or extremes of temperature
- Student or staff witnessing a serious accident or act of violence
- Fire, bomb threat, explosion, gas or chemical hazard
- Social issues e.g. drug use, sexual assault

CRITICAL INCIDENT MANAGEMENT TEAM

Coomera Anglican College has a Critical Incident Management Team (CIMT) to assist the Principal in the prevention and management of critical incidents at the College, or off campus in the case of an overseas student for whom the College has undertaken care responsibilities.

- the Principal (or the Principal's nominee) - CIMT Leader
- Deputy Principal - campus communication
- Heads of Campus (3) - parent communication
- the student counselor/chaplain (2) - counselling
- College Nurse or First Aid Officer - medical

- Business Manager - security
- Homestay Provider - Eastern Shores
- ESL Teacher

Training for the Team is undertaken on a regular basis and clear procedures are in place to ensure that team members understand their roles.

The responsibilities of the Critical Incident Management team include:

- risk assessment of hazards and situations which may require emergency action
- analysis of requirements to address the hazards
- establishment of liaison with all relevant emergency services e.g. police, fire brigade, ambulance, hospital, poisons information centre, community health services
- 24 hours access to contact details for all students and their families, homestay families, carers, consular staff, embassies and interpreting services
- 24 hours access to contact details for all relevant staff members needed in the event of a critical incident e.g. school counsellor, welfare officer, legal services, and school security services
- development of a critical incident plan for each critical incident identified
- dissemination of planned procedures
- organisation of practice drills
- regular review of the critical incident plan
- assisting with implementation of the critical incident plan
- arranging appropriate staff development
- budget allocation for emergencies

CRITICAL INCIDENT PLANS

All critical incident plans assign responsibilities among relevant staff members; cover all the actions to be taken and timelines for doing so.

Immediate Action (within 24 hours)

- Identify the nature of the critical incident
- Notification of the critical incident management team/team leader
- Implement the appropriate management plan or strategy
- Assignment of duties and resources to school staff
- Seeking advice and help from any necessary emergency services/hospitals/medical services
- Dissemination of information to parents and family members
- Completion of a critical incident report
- Media response if required
- Assess the need for support and counselling for those directly and indirectly involved

Additional Action (48 - 72 hours)

- Assess the need for support and counselling for those directly and indirectly involved (ongoing)
- Provide staff and students with factual information as appropriate
- Restore normal functioning and school delivery

Follow-up - monitoring, support, evaluation

- Identification of any other people who may be affected by critical incident and access support services for affected community members
- Maintain contact with any injured/affected parties
- Provision of accurate information to staff and students where appropriate
- Evaluation of critical incident management
- Be aware of any possible longer term disturbances e.g. inquests, legal proceedings

Resources

The nature of critical incidents is such that resources cannot always be provided in anticipation of events. The critical incident management team uses its discretion to provide adequate resources - both physical and personnel - to meet the needs of specific situations. Staff will be reimbursed for any out of pocket expenses.

Managing the Media

- Manage access of the media to the scene, and to staff, students and relatives
- The Principal should normally handle all media contact
- Determine what the official College response will be
- All facts should be checked before speaking to the media
- If accurate information is unavailable or the issue is of a sensitive nature, explain that questions cannot be answered at this time
- Avoid implying blame or fault for any part of the incident as this can have significant legal implications
- The Principal may delegate media liaison to another member of the critical incident management team

Evaluation and Review of Management Plan

After every critical incident, a meeting of the critical incident management team will be held to evaluate the critical incident report and the effectiveness of the management plan and to make modifications if required. If appropriate this process will incorporate feedback from all staff, students and local community representatives.

POLICY RELEASE DETAILS

Date of Policy

November 2017

Approved

November 2017

Review Date

Annually

RELATED POLICIES AND DOCUMENTS

Domestic Critical Incident Policy

Staff Handbook

Student Protection Policy

Lockdown Procedure



Crisis Management 1

1. Who is involved?

Principal

Key Admin Staff:

Deputies:

Counsellor / Guidance Officer

Appropriate Department Heads:

Year Level Coordinators

Others:

2. What are the facts?

3. Instructions for Receptionist

◆ This person will need clear advice and direction to cope with telephone and other desk enquiries.

◆ Who will be the contact person for enquiries:

4. Briefing to be prepared for:

◆ staff by _____

◆ students by _____

◆ parents; a letter by _____

◆ media by _____

5. Administration Matters in need of immediate attention:

◆ Special timetable, if required

◆ Keeping students away from certain areas, if required

◆ Contact emergency support personnel eg: counsellors, medical etc

◆ Any parents who need to be notified

◆ Inform other schools; students from other schools coming here

◆ A staff member from other schools to monitor students who come here

6. People to contact outside the College for advice/assistance

District Office

Lifeline

Police

Other

Crisis Management 2

INFORMING STAFF

- a) Inform staff of management plan
- b) House Leaders or Department Heads to inform absent staff.....
- c) Counsel staff about how to cope with this situation.....
- d) Counsellors available for staff who may need help
- e) Remind staff to be alert for each other; prepare for grief signs
- f) If possible, bring staff together for a short time before going out to students; observe ‘coping’ levels of each staff member.....
- g) Find out who are friends of those at centre of the crisis among students and staff; they may need special attention e.g. to be told privately or in small group, a special room for grieving, being allowed to respond to this news.....
- h) Explain routine for the day; where possible, return to usual routine as soon as possible.

INFORMING STUDENTS

- a) This is best done in small groups so that:
 - individual students’ responses may be observed.
 - students are allowed more freedom to express their grief.
- b) All students should be informed at the same time.....
- c) Find out who are friends of those at centre of the crisis among students and staff; they may need special attention e.g. to be told privately or in small group, a special room for grieving, being allowed to respond to this news.....
- d) Have a prepared statement read out in each group so that there is no confusion or misinformation.
- e) Things that will need to be explained to students:
 - be prepared for feelings in response to this situation.....
 - how further information is to be passed on (to help avoid problems resulting from rumours, gossip).....
 - routine for today.....
 - letter to parents.....
 - what to do if approached by media
- f) Give students adequate and appropriate time to respond; set up a recovery room for students and staff

Example of a Critical Incident Plan - Injury to an Overseas Student

1) Immediate Action (within 24 hours)

- a) Identify the nature of the critical incident
- b) The person, who is initially notified of the incident, be that the school secretary or homestay co-ordinator or international student co-ordinator, should get as much information as possible regarding the nature of the critical incident.
 - i) Where did the injury occur? On campus or off?
 - ii) How severe is the nature of 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?
- c) The information should be documented for further reference.
- d) Notification of the critical incident committee/team leader
- e) The person who is initially notified of the incident should notify the critical incident team leader immediately.
- f) Assignment of duties to school 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 appropriate intervention to minimise additional injury
 - Provide first aid where necessary
 - Ascertain seriousness of injury
 - Call ambulance if required
 - If ambulance is required, accompany student to hospital
 - Ascertain seriousness of injury from hospital staff
 - If ambulance is not required accompany student to relevant medical service e.g. doctor
 - ii) If the 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
 - Provide first aid where necessary

- Ascertain seriousness of injury
- Call ambulance if required
- If ambulance is required, accompany student to hospital
- Ascertain seriousness of injury from hospital staff
- If ambulance is not required accompany student to relevant medical service e.g. doctor

- iii) If the student has already been taken to hospital
 - Go to hospital
 - Ascertain seriousness of injury from hospital staff
- h) Dissemination of information to parents and family members
 - i) When there are a number of people to contact such as when a student is in a homestay, the school should attempt to simultaneously contact all parties.
 - ii) Contact the parents/legal guardian of the student
 - iii) Contact the carer of the student e.g. they may be living with a relative
 - iv) Contact the homestay family of the student

- i) Completion of a critical incident report [see sample critical incident report]

- j) Media response if required

- k) Inform critical team leader of any relevant factual information to be conveyed to the media liaison.

- l) Assess the need for support and counselling for those directly and indirectly involved

- m) If the student is seriously injured or requires hospitalisation, the school should enlist aid of overseas consular staff to assist the family if they are travelling to Australia, with interpreting services to aid in communication with the relevant medical services and with counselling services if required.

- n) The school should assess whether other staff and students have been affected by the incident and provide support and counselling as required.

- o) The school should also contact Department of Immigration and inform them of the incident.

2) Additional Action (48 – 72 hours)

- a) Assess the need for support and counselling for those directly and indirectly involved (ongoing)

- b) Provide staff and students with factual information as appropriate

- i) Depending on the nature of the incident, it may be appropriate for the principal to address the school and inform them of the facts of the incident and the condition of the student concerned.
- c) Restore normal functioning and school delivery
 - i) Where the incident occurred on school premises, there will be other procedures to follow in relation to any possible safety issues and the school's legal obligations. The critical incident committee should identify the appropriate staff member to follow up these issues.

3) Follow-up – monitoring, support, evaluation

- a) Identification of any other people who may be affected by critical incident and access of support services for affected community members
 - i) The effects of traumatic incidents can be delayed in some people; the school needs to be aware of any emerging need for support and/or counselling.
- b) Maintain contact with any injured/affected parties
- c) If the student is in hospital for some time, the school needs to maintain contact with the student and their family.
 - i) Support and assistance for the student and family
 - ii) Depending on the condition of the student, the school could provide school work for the student to enable them to remain in touch with school activities
 - iii) Discuss with the family any required changes to the enrolment of the student e.g. suspension or cancellation of enrolment and make any changes required on PRISMS
- d) Provision of accurate information to staff and students where appropriate
 - i) Depending on the nature of the incident, it may be appropriate for the principal to address the school and inform them of the facts of the incident and the condition of the student concerned.
- e) Evaluation of critical incident management
 - i) The critical incident committee should be held to evaluate the critical incident report and the effectiveness of the management plan and to make modifications if required.
- f) Be aware of any possible longer term effects on the school and student well-being e.g. inquests, legal proceedings

CRITICAL INCIDENT REPORT

College Critical Incident Report

To be completed after all critical incidents.

Date:

Action Officer:

Position:

Brief summary of incident: include where, when, who, and why as appropriate.
Further information/documentation may be attached.

Immediate action taken:

Further action required:

Persons or staff notified and time & date

Signature

Date