CRITICAL INCIDENT POLICY

A critical incident is one which is outside the range of normal experiences and has the potential to affect the well-being of students and staff and a negative effect on the normal running of the College.

When a Critical Incident occurs, procedures will be put into place to address the physical, emotional and spiritual care of affected members of the St Gregory’s College community.

We would class the following events considered to be a critical incident:

- Death of student or member of staff.
- Suicide of student or member of staff.
- Murder of student or member of staff.
- Hostage situation.
- Natural disaster.
- Sudden injury, illness to member of staff.
- Serious act of self-harm by student, teacher or other member of staff.
- Death/serious injury to family or member of staff.
- Student/staff member or other person where a weapon is involved.
- Group of students witnessing sudden death or serious injury.
- Students lost or injured on excursion.
- Major vandalism of College property.
- Fire, explosion, chemical spillage.
- Unusual, unfavourable media attention.
- Destruction of whole or part of the College.
- Sexual or physical assault to a member of the College community.
Each situation, while critical, would require different specific responses. This document is intended as a guideline for deciding on and implementing a specific response to specific incidents.

The following Critical Incident Response template should be followed as closely as possible when managing the situation.

**Critical Incident Management Plan (Date)**

**Incident overview:**

**Order of Events Monday 21st June:**

**Management Plan:**

<table>
<thead>
<tr>
<th>Task</th>
<th>Person allocated to action task</th>
<th>Time completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Convene Critical Incident Management Team</td>
<td>(Headmaster)</td>
<td></td>
</tr>
<tr>
<td>Media Liaison Person</td>
<td></td>
<td></td>
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<tr>
<td>CCI contacted and informed</td>
<td></td>
<td></td>
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<tr>
<td>Incident Reports gathered</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Communicate with Marist Brothers Head Office informing them of the situation and procedures put in place</td>
<td></td>
<td></td>
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<tr>
<td>Contact schools/Catholic Care for counselling support</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Speak to Staff as a group. Offer the staff counselling support (Office Area)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Speak to Students as a group. Offer the students counselling support (Office Area)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contact CCER regarding the Management Plan put in place</td>
<td></td>
<td></td>
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<tr>
<td>Letter to go out to students for parents to read. Boarding families sent letter via email.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Follow Up Actions:**

**Catholic Churches Insurance communications:**
CRITICAL INCIDENT PROCEDURES

1. Initial Response to a Critical Incident
   The order of these actions may be adjusted according to the needs of a particular situation.
   a) Obtain accurate information about the incident/accident, illness or other situation.
   b) Ensure the safety and well-being of others involved in the situation. A copy of the College Evacuation Plan is included in the Addenda of this document.
   c) Secure the site if the incident occurs at the College, initiating Evacuation Lockout or Lockdown procedures included in Addenda.
   d) Establish communication with the Headmaster or, if away from the College, the Headmaster’s delegate. The provision of accurate information can prevent misapprehensions and misinformation from circulating and can avert the need for repeated explanations. If necessary, activate the Crisis Management Team.
   e) Do not release any information about the Critical Incident until permission has been received from the Police or other authorities.

2. Creating a Crisis Management
   - The Director of the Crisis Management Team (C.M.T) will be either the Headmaster or the Headmaster’s delegate.
   - Members of the College Leadership Team.
   - Other appropriate members of staff including Year Coordinators / KLA Coordinators, Counsellor, Community Liaison Office and non-teaching staff for secretarial duties.
   - External members such as Police and Parents.

3. Role of the Director of the Crisis Management Team
   The Director will oversee the following steps:
   a) Establishing an office and a meeting place for the Crisis Management Team and publicise the venue.
   b) Ascertain from Police / relevant authorities what type of information can be released in relation to the Critical Incident.
   c) Provide contact telephone numbers for the Crisis Management Team to the Director and other relevant members of staff.
   d) Make contact with the following as appropriate:
      o Chair of the Parents and Friends Association
      o Other authorities as required including:
         - Ambulance
         - Emergency Services
         - Police
         - Work Cover and OH & S authorities
         - CCI/CCER
         - Medical practitioners
         - Hospital Grief or other Counsellors, including outside agencies such as Lifeline, Interrelate.
   e) A telephone tree may be used to contact people who should be informed and the prepared Statement for Internal use should be made available to provide members of staff with suitable wording with which to respond.
f) If outside personnel are required, organise name tags, accommodation (if needed) and refreshments.

g) Prepare a Media Statement for:
   1. External use. Ensure that the Media Statement is approved by CCI/CCER before publication.
   2. Internal use. Use College contact lists to report any incidents or developments to stakeholders via email, mail and/or letter through the students.

h) Establish communication with the College community, as required including the use of email during holiday periods. Inform:
   1. Parents
   2. Close friends
   3. Partners of members of staff involved closely in the incident.
   4. Anyone else who will be most affected by the accident/incident.

i) Update the message on the College telephone system and St Gregory’s College website to provide information and contact details if required.

j) Plan a Staff Meeting to outline the incident and the Response Plan.

k) Provide a process and support for members of staff involved in telling students about the incident/accident. This will include a Briefing Sheet containing the prepared statement for internal use. Utilise the skills of a Counsellor in giving hints to staff.

l) A decision is to be made about as to how students will be informed. Distressed staff may be buddied with Counsellor/Year Coordinator/Leadership Team Member/Community Liaison person or other member of staff or carer from an outside agency.

m) Members of staff to be provided with a prepared statement and prayer – extended Homeroom time and student briefing sheet as appropriate.

n) Make any Timetable changes required. Include prayer reflection time. If necessary, the Year Coordinators and Counsellor should be relieved from classes for as long as necessary.

o) Notify absent members of staff and students and members of staff on leave.

p) Address matters such as ceremonies or attendance at funerals. Organise and conduct a prayer or reflection to recognize the contribution of the individual or group. Special arrangements may be needed if it is decided that all members of staff should be free to attend any external ceremonies such as funerals. Notices may need to be placed in newspapers on behalf of the staff and students.

q) Debrief the Crisis Management Team and others affected by the incident or situation.

r) Establish a plan for longer term monitoring of members of staff or students who may have been adversely affected.

s) Report and record the incident, and evaluate the effectiveness of the program.

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Teachers need to be conscious of not taking on roles which are not appropriate. We are not trained Counsellors and we already have organized referral systems and structures in place to protect the integrity of individual staff members and students.
Managing Risk to the College’s Reputation

If a Critical Incident potentially brings the College into the public domain procedures adopted to manage the incident must ensure that the College’s reputation is not inadvertently or unnecessarily sullied.

To avoid or minimize the risk of damaging the College’s reputation, the following procedures must be put in place by the Director of the Crisis Management Team:

1. Only the Headmaster or the Headmaster’s delegate (if directed by the Headmaster) will respond publicly in writing or orally to the matter.
2. Other members of staff will be instructed not to discuss the matter publicly or with students or to offer any opinion which may be misconstrued as the official view of the College.
3. The procedures specifically outlined in the Critical Incident Policy will be followed.

A number of documents have been developed to minimize risk in this area. Reference should be made to relevant documents listed below in the event of an incident that may impact upon the College’s reputation.

These include:

- Critical Incident Policy
- OH&S Policy and Procedures
- Excursions Policy and Risk Management Procedures
- Child Protection Policy
- Child Protection Code of Professional Standards for Employees
- Complaint Handling Guidelines
- Gender Equity Policy
- Grievance Procedures
- Lockout and Lockdown Procedures
- Policy on the staff use of Email and Internet
- Sexual Harassment Policy