



# International Students

## Critical Incident Policy

Ivanhoe Girls' Grammar School recognises the duty of care owed to its students and that planning for the management of a critical incident is essential.

This policy should be read in conjunction with the *Ivanhoe Girls' Grammar School Critical Incident Management Plan*.

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:

- serious injury, illness or death of a student or staff member
- students or staff lost or injured on an excursion
- a missing student
- severe verbal or psychological aggression
- physical assault
- student or staff witnessing a serious accident or incident of violence
- natural disaster e.g. earthquake, flood, windstorm, hailstorm or extremes of temperature
- fire, bomb threat, explosion, gas or chemical hazard
- social issues e.g. drug use, sexual assault.

### Critical Incident Team

- Ivanhoe Girls' Grammar School has a Critical Incident Management Plan which incorporates a Crisis Response Team to deal specifically with the emergency itself and a Trauma Recovery Team to deal specifically with its aftermath. The teams are responsible for the management of critical incidents at the School, or off campus in the case of an overseas student for whom the School has undertaken care responsibilities.
- The Critical Incident Team members are listed in the *School Critical Management Plan*.
- The responsibilities of the team include:
  - risk assessment of hazards and situations which may require emergency action
  - analysis of requirements to address these hazards
  - establishment of liaison with all relevant emergency services, e.g. police, fire brigade, ambulance, hospital, poisons information centre, community health services
  - 24-hour access to contact details for all students and their families (for schools with overseas students this will also include agents, homestay families, carers, consular staff, embassies and interpreting services if necessary)
  - 24-hour access to contact details for all relevant staff members needed in the event of a critical incident, e.g. school counsellor, Student Services, legal services, school security
  - 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 and cover all the actions to be taken and timelines for doing so.
- Immediate Action (within 24 hours):
  - identify the nature of the critical incident
  - notify the critical incident team leader
  - implement the appropriate management plan or action strategy
  - assign duties and resources to School staff
  - seek advice and help from any necessary emergency services/hospital/medical services
  - disseminate information to parents and family members
  - completion of a critical incident report
  - media response if required (see below)
  - 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:
  - identify any other people who may be affected by critical incident and access of support services for affected community members
  - maintain contact with any injured/affected parties
  - provide of accurate information to staff and students where appropriate
  - evaluate critical incident management
  - be aware of any possible longer term disturbances, e.g. inquests, legal proceedings, anniversaries.

## Resources

The nature of critical incidents is such that resources cannot always be provided in anticipation of events. The critical incident 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

- Communications and Marketing will manage access of the media to the scene, and to staff, students and relatives.
- the Director of Communications and Marketing to have all media enquiries directed through them.
- the Principal is the only appointed spokesperson in a crisis. If the Principal is uncontactable then the Acting Principal is the spokesperson. Depending on the nature of the crisis the Chair of the School Board may be required to speak to the media – possibly in conjunction with the Principal.
- determine what the official School 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.
- further details available in the School's *Media Crisis Policy*.

### **Evaluation and Review of Management Plan**

After every critical incident, a meeting of the critical incident 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.