TABLE OF CONTENTS

1. Vision Statement.................................................................3
2. Policy statement...............................................................3
3. Definition...............................................................................3
   3.1 Examples.........................................................................3
4. Responsibilities.......................................................................3
   4.1 Critical Incident Team Members........................................3
5. Implementation.......................................................................4
   5.1 For placement in First Aid Bags/Kits.................................4
   5.2 For placement in every classroom.......................................4
   5.3 Critical Incident Management...........................................5
   5.4 Critical Incidents Team.....................................................5
6. Revision Record......................................................................7
7. Appendix – Checklist of Dealing with Critical Incidents................7
   7.1 Immediate Response.........................................................7
   7.2 First 24 hours....................................................................7
   7.3 48-72 Hours after the incident..........................................8
   7.4 During the first month.....................................................8
   7.5 In the longer term...........................................................9
1. **VISION STATEMENT**
   To live out our Catholic tradition through the charism of the Sisters of the Good Samaritan of the Order of St Benedict, in a spirit of compassion, hospitality and stewardship. Each student is challenged to respond radically to the Gospel to critique and transform the world.

2. **POLICY STATEMENT**
   We are committed to ensuring that staff and all other members of the school community are provided with a safe and healthy work environment. This will be achieved, in part, by minimising the impact of critical incidents on and off campus.

   The purpose of this policy is to ensure that staff are aware of what to do when a critical incident arises directly involving Marymount College staff and/or students.

   These procedures are in addition to the usual support and pastoral care offered to employees, students and families.

3. **DEFINITION**
   Critical incidents occur when a person experiences or witnesses a sudden traumatic stressor which has the potential to harm life or wellbeing. Such sudden unexpected events may be deeply disturbing and can challenge our ability to cope and our sense of security.

   **3.1 Examples**
   - 3.1.1 Major injury
   - 3.1.2 Serious traffic crash/accident
   - 3.1.3 Death – sudden/accidental or following an illness
   - 3.1.4 Suicide
   - 3.1.5 Abduction
   - 3.1.6 Intruder of school grounds
   - 3.1.7 Bomb threat
   - 3.1.8 Sexual assault
   - 3.1.9 Terminal illness staff or student
   - 3.1.10 Fire at school
   - 3.1.11 Hazardous substance spill or explosion
   - 3.1.12 Natural disaster (e.g. bushfire, earthquake, flood)

4. **RESPONSIBILITIES**
   The Principal is responsible for ensuring adequate resources are made available to implement this policy. The Principal is also responsible for the implementation of this policy by ensuring all staff understand the policy and appropriate procedures.

   **4.1 Critical Incident Team Members**
   - 4.1.1 Principal
   - 4.1.2 Deputy Principal
   - 4.1.3 Assistant Principal Religious Identity & Mission
   - 4.1.4 Leadership Team
   - 4.1.5 Counsellor
   - 4.1.6 Year Level Leaders (as appropriate)
5. IMPLEMENTATION

To support this policy the following strategies will be put in place:

- Documentation, distribution and discussion of procedures to all staff for dealing with critical events such as fire, bomb threat, medical emergencies etc.
- Provision of training for key staff in the areas of first aid, fire and evacuation.
- Provision of evacuation procedures for all staff.
- Provision of assistance or professional counselling to staff after a critical incident has occurred.

5.1 For placement in First Aid Bags/Kits

<table>
<thead>
<tr>
<th>ALL STAFF</th>
<th>Off-Campus Critical Incident</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Make Students Safe</td>
<td></td>
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<tr>
<td>2. Inform emergency Services/School</td>
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<tr>
<td>▪ Ambulance....000</td>
<td></td>
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<tr>
<td>▪ Police ............000</td>
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<tr>
<td>▪ Fire Brigade ....000</td>
<td></td>
</tr>
<tr>
<td>▪ School ..........8298 2388</td>
<td></td>
</tr>
<tr>
<td>▪ Principal ........0433 373 155 / Deputy Principal 0435 259 958</td>
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</tr>
</tbody>
</table>

**CRITICAL INCIDENT TEAM**

Two of Principal / Deputy Principal / APRIM / Leadership Team Member / Counsellor / Year Level Leaders (as appropriate) attend scene in separate cars (mobile phone, class lists).

1. **Principal/Deputy Principal (or delegate):**
   Communicates with school and media (after CESA consultation) if needed.
   Call for extra staff as required.

2. **Person 2:**
   Liaises with emergency services.
   Confirms names of staff / students.

5.2 For placement in every classroom

<table>
<thead>
<tr>
<th>ALL STAFF</th>
<th>Off-Campus Critical Incident</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Ensure Students Safety</td>
<td></td>
</tr>
<tr>
<td>2. Inform Front Office (via room phone or mobile)</td>
<td></td>
</tr>
<tr>
<td>▪ Front Office.....300</td>
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<tr>
<td>▪ Ambulance......000</td>
<td></td>
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<tr>
<td>▪ Police ............000</td>
<td></td>
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<tr>
<td>▪ Fire Brigade ....000</td>
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</tr>
</tbody>
</table>

**CRITICAL INCIDENT TEAM**

Two of Principal / Deputy Principal / APRIM / Leadership Team Member / Counsellor / Year Level Leaders (as appropriate) attend scene (mobile phone, class lists).

1. **Principal (or delegate):**
   Communicates with school and media.
   If needed (after CESA consultation) call for extra staff as required.

2. **Person 2:**
   Liaises with emergency services.
   Confirms names of staff / students.
### Critical Incident Management

#### Information to be collected from initial contact

**THE CRISIS INFORMATION SHEET**  
(for use by front office staff)

1. **WHAT HAS HAPPENED?**

2. **WHERE ARE YOU?** eg names of streets, landmarks are essential

3. **ARE THE POLICE THERE/REQUIRED?** The number is 000

4. **DO I NEED TO RING AN AMBULANCE/FIRE BRIGADE?**

5. **WHO IS INVOLVED?**

6. **What is the number of the phone you are using in case further contact is needed?**

7. **Reminder to staff to restrict student communication with parents until directed by teacher(s)**

**Front Office staff to relay to Principal and/or member of CIT immediately**

### Critical Incidents Team

Two of Principal / Deputy Principal / APRIM / Leadership Team Member / Counsellor / Year Level Leaders (as appropriate).

<table>
<thead>
<tr>
<th>ALL STAFF</th>
<th>Critical Incident occurs at school or Off-Campus</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Ensure Students Safety</td>
<td></td>
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<tr>
<td>2. Inform Emergency Services / School</td>
<td></td>
</tr>
<tr>
<td>• Ambulance......000</td>
<td></td>
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<tr>
<td>• Police ............000</td>
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<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ONCE INCIDENT REPORTED</th>
<th>School or Off Campus</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Front Office contacts Principal / Deputy Principal.</td>
<td></td>
</tr>
<tr>
<td>2. Principal (or delegate) communication with school / scene and media comment if needed.</td>
<td></td>
</tr>
<tr>
<td>3. Principal (or delegate) contacts CESA.</td>
<td></td>
</tr>
<tr>
<td>4. Deputy Principal to contact parents of students and/or family of staff involved.</td>
<td></td>
</tr>
</tbody>
</table>
**CRITICAL INCIDENT TEAM**

**At The Scene**

Two people or more from critical incident Team sent to support at the scene if needed.

Two of Principal / Deputy Principal / APRIM / Leadership Team Member / Counsellor / Year Level Leaders (as appropriate) attend scene in separate cars (mobile phone, class lists).

1. Principal (or delegate) communication with school and media (after CESA consultation).
2. Person 2 liaises with emergency services.
3. Person 3 confirms names of staff and students involved.

**CRITICAL INCIDENT TEAM**

**At School**

Actions: awaiting return of students.

CIT members who have not attended off site.

Duties:

1. Plan put in place for movement of students returning to school from incident scene.
2. Organise a private area for them to await parents.
3. Organise contact to parents and caregivers of students involved.
4. Collect information, liaise with Front Office for parent enquiries.
5. Parents are met by office staff and directed to a place where they will wait until appropriate to collect students.
6. Counsellors to provide support for friends of students involved.
7. Information given to rest of staff and students by Principal in the most appropriate way.
8. Principal to prepare letter to school community with key information on incident.
9. CIT to give care to staff involved in incident and wider staff.

**DAY TWO OF INCIDENT**

Critical Incident Team meets to discuss approach.

1. **PRINCIPAL:**
   - Media interest.
   - Briefing of staff each day on facts and how information to be communicated.
   - Bring in extra staff to support those affected and those supporting students.
   - Organise debrief for those affected.
2. **LEADERSHIP TEAM:**
   - Monitor staff responses.
3. **YEAR LEVEL LEADERS** (as appropriate):
   - Monitor student responses.
4. **LEADER OF ORGANISATION:**
   - Extra staff on yard duty to support students as required.
5. **APRIM**:
   - Organise Liturgy/Mass as required.

**In the absence of Leadership Team the Year Level Leaders (as appropriate) and Counsellors share initial responsibility for implementing the Critical Incident Policy**

1. Contact the Principal.
2. Contact CESA/Principal Consultant (Sue Kennedy-Bramford: 0400 790 512)
3. Follow the process as per the policy.
6. REVISION RECORD

<table>
<thead>
<tr>
<th>Document Title</th>
<th>Marymount College Critical Incident Policy Procedures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Document Type</td>
<td>Policy</td>
</tr>
<tr>
<td>Document Date</td>
<td>September 2015</td>
</tr>
<tr>
<td>Principal</td>
<td>Ms Sara Scungio</td>
</tr>
<tr>
<td>College Board Chair</td>
<td>Ms Leanne Prior</td>
</tr>
<tr>
<td>Review Date</td>
<td>2018</td>
</tr>
<tr>
<td>Revision History</td>
<td>Created 2015, Revisions</td>
</tr>
</tbody>
</table>

7. APPENDIX – CHECKLIST OF DEALING WITH CRITICAL INCIDENTS

7.1 Immediate Response

7.1.1 Ensure immediate safety of the Community
- First Aid, lock down procedures; ambulance, police; quarantining areas of substances.

7.1.2 Ensure that affected students/parents/staff are not left alone

7.1.3 Find out the facts as far as possible
- Look for reliable sources; do not ignore rumours; investigate immediately; confirm facts with family and/or police.

7.1.4 Immediately contact your Principal Consultant
- Should you not be able to make contact with your Principal’s Consultant, refer to the Critical Incidents Contact list supplied to each school which contains the contact details of all Principals’ Consultants, Directors and Assistant Directors. Contact one of these as appropriate, or ring (08) 8301 6600.

7.2 First 24 hours

7.2.1 Convene Emergency Response Team (CIT) to establish a management plan

7.2.1.1 The CIT is a previously identified group, with a nominated leader, usually the Principal.

7.2.1.2 New members can be added from within and without to suit the issue.

7.2.1.3 A responsibilities list of delegated activities should be developed to:
- Determine if additional support for affected staff and students from helping agencies is needed and contact as appropriate
  - Often, support from Centacare (9241 7022) is sought.
- Set up a support room at the school if needed
  - Door ajar, protected from noise, bright light and student traffic.
  - Provide a sign-in sheet recording students who access the room.
- Inform staff
  - Brief staff about the facts and details of information that can and cannot be shared.
- Provide staff with support options (ACCESS confidential Counselling 1300 667 700).
- Provide staff the option of not having to inform students themselves if they are upset.
- Both convey and seek information to create a sense of shared responsibility.

- Inform students
  - Pastoral Groups or Year Level Groups are the preferred environments in which to inform students in most cases, assuming staff are comfortable to do so.
  - Whole school assemblies, particularly in large schools, are not recommended because student reactions are more difficult to manage and it is harder to support individuals.
  - Provide staff with a script to help them inform students.

- Inform wide community
  - Giving parents immediate and accurate information often reduces rumour and worry.
  - How widely the community needs to be informed may differ according to the circumstances.

- Prepare to handle media
  - Contact with a Media Liaison Officer is available through the Principal’s Consultant.
  - No comments have to be made, or should be made to the media until advice is received.

### 7.3 48-72 Hours after the incident

7.3.1 Restore school to regular routine
- Use of the support room should reduce as time passes.

7.3.2 Keep Liaising with affected community members
- Ensure one member of the CIT has this responsibility.

7.3.3 Advise staff of all relevant information and actions
- Particularly those more directly involved with the incident or students/families
- Seek staff feedback about observations during regular debriefs

7.3.4 Monitor staff and student wellbeing
- Consider all avenues of sector and interagency support.

7.3.5 Keep parents informed
- Advise of any changes to routine, support services available.

7.3.6 Document all actions
- This is an important responsibility for a member of the CIT.

### 7.4 During the first month

7.4.1 Monitor staff and student wellbeing
- The impact of a Critical Incident stays in the memory of those who were present.

7.4.2 Plan for school events of relevance
- Particularly in the case when there has been a student death.
  - For example, Year Boos, Graduation Nights, Student Awards.

7.4.3 Gather relevant information for a Critical Incident review.
- Give the chance to all staff to contribute via written survey.
- Summarise all data and provide summary and reflection guide to staff to consider.
- Use review to refine and improve school processes AND acknowledge achievements of the school community for the way they handle the Critical Incident.
7.4.4 Consider offering information/support sessions for parents
   - Consider all avenues of sector and interagency support.
7.4.5 Continue to document actions.

7.5 In the longer term
7.5.1 Continue support and monitoring of staff and students
7.5.2 Keep parents, staff and students informed
7.5.3 Plan for Anniversaries, Birthdays and Significant events
   - This is particularly important when there has been a death in the community.
   - There may be inquests and legal proceedings.
   - Make extra support available as necessary.
7.5.4 Implement recommendations from the Critical Incident review.
   - Appraise staff of any outcomes and remember to include things of relevance in staff induction.