



Nunawading Christian College **Critical Incident Policy**

Document Control

Revision Number	Implementation Date	Review Date	Description of Changes	Prepared By	Approved By
New	March 2017	2020		B Thomas	NCCS Admin

Introduction

In the event of a critical incident, Nunawading Christian College (Secondary) (NCCS) recognises that appropriate infrastructure must be in place to ensure the provision of all necessary support services.

This document outlines NCCS's policy, support mechanisms and procedures for managing a critical incident. This policy will ensure that NCCS has:

- an effective approach for responding to critical incidents as they occur
- appropriate support and counselling referral services available to those affected
- appropriate training and information resources provided to staff.

This Policy is to be acted on in conjunction with the Nunawading Christian College (Secondary) Emergency Management Plan as appropriate.

Definition

A critical incident is defined as 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'.

Critical incidents may include, but are not limited to in reference to the NCCS Emergency Management Plan:

- serious injury, illness, or death of a student or staff
- students or staff lost or injured during fieldwork experiences
- a missing student
- severe verbal or psychological aggression
- physical assault
- student or staff witnessing a serious accident or incidence 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. sexual assault, drug use, alcohol abuse
- children who disclose child abuse, or are otherwise linked to suspected child abuse.

Critical Incident Team

NCCS has a Critical Incident Team (see Emergency Management Team) to assist the Principal in the prevention and management of critical incidents at NCCS, or off campus in the case of an overseas students for whom NCCS has undertaken care responsibilities.

The Principal is the Critical Incident Team Leader. The critical incident team also includes:

1. Assistant Principal
2. the Overseas Student Coordinator
3. Work Health and Safety Coordinator

The responsibilities of the team include:

- a) risk assessment of hazards and situations which may require emergency action (refer to the NCC Emergency Management Plan)
- b) analysis of requirements to address these hazards
- c) establishment of liaison with all relevant emergency services e.g. police, fire brigade, ambulance, community emergency services, hospital, poisons information centre, community health services
- d) 24 hour access to contact details for all students and their families (for overseas students this includes agents, consular staff, embassies)
- e) 24 hour access to contact details for all relevant staff members needed in the event of a critical incident e.g. Critical Incident Team Leader, Assistant Principal, WH&S Coordinator and Overseas Student Coordinator
- f) development of a critical incident plan for each critical incident identified
- g) assisting with implementation of critical incident plans
- h) dissemination of planned procedures
- i) organisation of practice drills
- j) coordination of appropriate staff development
- k) regular review of critical incident plans

Critical incident procedures

NCC Critical Incident Plans assign responsibilities among relevant staff members, and cover all the actions to be taken and timelines for doing so.

STEP 1: Immediate Response (within 24 hours)

- identify the nature of the critical incident
- contact emergency services (under no circumstances are students/staff to be transported in private vehicles)
- if applicable secure the area
- ensure safety and welfare of staff and students
- notification of the critical incident team leader
- implementation of appropriate critical incident plan
- liaison with emergency services, hospital and medical services
- managing media and publicity
- contact and inform parents and family members
- identify students and staff members most closely involved and at risk
- assess the need for support and counselling for those directly and indirectly involved

STEP 2: Secondary Response (48–72 hours)

- assess the need for support and counselling for those directly and indirectly involved (ongoing)
- provide staff, students, and wider NCCS community, with factual information as appropriate
- arrange debriefing for all students and staff most closely involved and at risk
- restore NCCS to regular routine, program delivery, and community life as soon as practicable
- completion of a Critical Incident Report

STEP 3: Ongoing Follow-up Response

- identification of any other persons who may be affected by the critical incident and provide access to support services for community members
- provision of accurate information to students and staff
- consideration of a memorial service and occasional worship as appropriate
- maintain contact with any injured and affected parties to provide support and to monitor progress
- providing training to staff and students regarding signs of delayed stress and the onset of post traumatic stress disorder; referring to specialised treatment as necessary
- evaluation of critical incident management
- plan for and be sensitive to anniversaries of the incident

- manage any possible longer term disturbances e.g. inquests, legal proceedings

Media releases

NCCS recognises that each critical incident is unique and the dynamics of each situation will need to be assessed when it occurs. To protect the privacy of individuals and to ensure the provision of accurate information, NCCS has developed an agreed approach to media management.

The Principal, in consultation with the Director of Education SDA Schools Victoria, will normally handle all media releases

- a) The Principal gathers information, checks all facts, and determines the official NCC response
- b) The Principal ensures training/advice is provided for all staff to respond to telephone or occasional enquiries following a critical incident
- c) The Principal may delegate media liaison to another member of staff
- d) The Principal is the person to manage access of the media to the scene, and to staff, students, and relatives.

Evaluation and review of Critical Incident Management Plan

- After each 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 as required.
- The evaluation process will incorporate feedback gathered from all staff, students, and local community representatives
- An evaluation report will be made available to NCC management team and the wider NCC community.

Associated Policies

NCCS Emergency Management Plan

NCCS Child Safe Policy