1. 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.

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

3. 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:
   a) Serious injury, illness or death of a student or staff member
   b) Students or staff lost or injured on an excursion
   c) A missing student
   d) Severe verbal or psychological aggression
   e) Physical assault
   f) Student or staff witnessing a serious accident or incident of violence
   g) Natural disaster e.g. earthquake, flood, windstorm, hailstorm or extremes of temperature
   h) Fire, bomb threat, explosion, gas or chemical hazard
   i) Social issues e.g. drug use, sexual assault

4. Critical Incident Team
   a) 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.
   b) The Critical Incident Team members are listed in the School Critical Management Plan.
   c) The responsibilities of the team include:
      i) risk assessment of hazards and situations which may require emergency action
      ii) analysis of requirements to address these hazards
      iii) establishment of liaison with all relevant emergency services, e.g. police, fire brigade, ambulance, hospital, poisons information centre, community health services
      iv) 24-hour access to contact details for all students and their families (for schools with overseas students this will also include agents, homestay families, consular staff, embassies and interpreting services if necessary)
      v) 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
      vi) development of a critical incident plan for each critical incident identified
      vii) dissemination of planned procedures
      viii) organisation of practice drills
      ix) regular review of the critical incident plan
      x) assisting with implementation of the critical incident plan
      xi) arranging appropriate staff development
      xii) budget allocation for emergencies

CRITICAL INCIDENT POLICY FOR INTERNATIONAL STUDENTS

Ivanhoe Girls’ Grammar School

Ivanhoe Girls’
5. Critical Incident Plans
   a) All critical incident plans assign responsibilities among relevant staff members and cover all the actions to be taken and timelines for doing so.
   b) Immediate Action (within 24 hours)
      i) Identify the nature of the critical incident
      ii) Notify the critical incident team leader
      iii) Implement the appropriate management plan or action strategy
      iv) Assign duties and resources to School staff
      v) Seek advice and help from any necessary emergency services/hospital/medical services
      vi) Disseminate information to parents and family members
      vii) Completion of a critical incident report
      viii) Media response if required (see below)
      ix) Assess the need for support and counselling for those directly and indirectly involved
   c) Additional Action (48 – 72 hours)
      i) Assess the need for support and counselling for those directly and indirectly involved (ongoing)
      ii) Provide staff and students with factual information as appropriate
      iii) Restore normal functioning and school delivery
   d) Follow-up – monitoring, support, evaluation
      i) Identify any other people who may be affected by critical incident and access of support services for affected community members
      ii) Maintain contact with any injured/affected parties
      iii) Provide of accurate information to staff and students where appropriate
      iv) Evaluate critical incident management
      v) Be aware of any possible longer term disturbances, e.g. inquests, legal proceedings, anniversaries

6. 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.

7. Managing the Media
   a) PR Manager will manage access of the media to the scene, and to staff, students and relatives
   b) Public Relations Manager to have all media enquiries directed through them
   c) 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
   d) Determine what the official School response will be
   e) All facts should be checked before speaking to the media
   f) If accurate information is unavailable or the issue is of a sensitive nature, explain that questions cannot be answered at this time
   g) Avoid implying blame or fault for any part of the incident as this can have significant legal implications
   h) Further details available in the School’s Media Crisis Policy.

8. 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.