

FOUNTAIN College

Critical Incident Policy

Overseas Student Support Services in compliance with National Code
2007

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Policy Title: Critical Incident Policy

Policy Statement

In the event of a critical incident, FOUNTAIN College recognises that appropriate infrastructure must be in place to ensure the provision of all necessary support services. This document outlines FOUNTAIN College's policy, support mechanisms and procedures for managing a critical incident. The purpose of this policy is to provide guidelines to assist FOUNTAIN College to:

- produce an effective approach in responding to critical incidents as they occur;
- ensure that all incident policy together with procedures complies with the *Education Services for Overseas Students (ESOS) Act*; the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (*The National Code 2007*) addressing standard 6; and
- ensure that appropriate training and information resources provided to staff
- ensure appropriate support and counselling services available to those affected.

Scope

This Policy together with procedures that covers the action to be taken in the event of a critical incident at FOUNTAIN College, required follow up to the incident, and records of the incident and action taken. Critical incidents may include, but are not limited to:

- 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
- any event which puts the school under major stress

Critical Incident Policy

Critical Incident Team

1. FOUNTAIN College has a Critical Incident Team to assist the principal in the prevention and management of critical incidents at FOUNTAIN College, or off campus in the case of an overseas student for whom FOUNTAIN College has undertaken care responsibilities.

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2. The Occupational health and safety representative is the critical incident team leader.
3. The critical incident team also includes:
 - 3.1. The principal
 - 3.2. The International Student Officer
 - 3.3. Occupational health and safety representative
 - 3.4. Year Level Coordinators
4. The responsibilities of the team include:
 - 4.1. risk assessment of hazards and situations which may require emergency action;
 - 4.2. analysis of requirements to address these hazards;
 - 4.3. establishment of liaison with all relevant emergency services e.g. police, fire brigade, ambulance, community emergency services, hospital, poisons information centre, community health services;
 - 4.4. 24 hour access to contact details for overseas students and their families including agents, consular staff, embassies;
 - 4.5. 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, the coordinating principal;
 - 4.6. development of a critical incident plan for each critical incident identified. Determine if needed for assistance from external agencies;
 - 4.7. assisting with implementation of critical incident plans;
 - 4.8. dissemination of planned procedures;
 - 4.9. organisation of practice drills;
 - 4.10. coordination of appropriate staff development;
 - 4.11. regular review of critical incident plans;
 - 4.12. Convene meeting of management team to determine short term response (48 hours);
 - 4.13. assembly of students including a brief statement of known facts by the Principal. The aim is to reassure and avoid hysteria, with the assurance of teachers, to get the school running as quickly as possible;
 - 4.14. The Coordinating Principal is to prepare a Media release, a brief statement of facts. Only the Coordinating Principal is to be interviewed by media. No other staff or students are to be interviewed by media on the premises;
 - 4.15. If funeral involved encourage attendance by close friends and those involved in the incident. Any Memorial Service at school should be within days (no more than a week) with the consent of family members;
 - 4.16. Encourage teachers to allow opportunities for those directly involved to talk about the incident and their reactions.
 - 4.17. Monitor the appropriateness of any welfare arrangements and report changes relating to each student's welfare via PRISMS in cases where it signs a CAAW

Critical Incident Procedures

FOUNTAIN College critical incident plans assign responsibilities among relevant staff members, and cover all the actions to be taken and timelines for doing so.

1. Immediate Response [within 24 hours]

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- 1.1. identify the nature of the critical incident
 - 1.2. contact emergency services [under no circumstances are students/staff to be transported in private vehicles]
 - 1.3. if applicable secure the area
 - 1.4. ensure safety and welfare of staff and students
 - 1.5. notification of the critical incident team leader
 - 1.6. implementation of appropriate critical incident plan
 - 1.7. liaison with emergency services, hospital and medical services
 - 1.8. managing media and publicity
 - 1.9. contact and inform parents and family members
 - 1.10. identify students and staff members most closely involved and at risk
 - 1.11. assess the need for support and counselling for those directly and indirectly involved
- 2. Secondary Response [48–72 hours]**
- 2.1. assess the need for support and counselling for those directly and indirectly involved [ongoing]
 - 2.2. provide staff, students, and wider FOUNTAIN community, with factual information as appropriate
 - 2.3. arrange debriefing for all students and staff most closely involved and at risk
 - 2.4. restore FOUNTAIN to regular routine, program delivery, and community life as soon as practicable
 - 2.5. completion of critical incident report
- 3. Ongoing Follow-up Response**
- 3.1. identification of any other persons who may be affected by the critical incident and provide access to support services for community members;
 - 3.2. provision of accurate information to students and staff
 - 3.3. arrangement of a memorial service and occasional worship as appropriate
 - 3.4. maintain contact with any injured and affected parties to provide support and to monitor progress
 - 3.5. monitor staff and students for signs of delayed stress and the onset of posttraumatic stress disorder; providing specialised treatment as necessary
 - 3.6. evaluation of critical incident management
 - 3.7. plan for and be sensitive to anniversaries
 - 3.8. manage any possible longer term disturbances e.g. inquests, legal proceedings

Media Releases

FOUNTAIN College 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, FOUNTAIN College has developed an agreed approach to media management.

1. The coordinating principal normally handles all media releases
 - 1.1. the coordinating principal gathers information, checks all facts, and determines the official FOUNTAIN College response

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- 1.2. the coordinating principal ensures training/advice is provided for all staff to respond to telephone or occasional enquiries following a critical incident
2. The coordinating principal may delegate media liaison to another member of staff
 - 2.1. the critical incident team leader is the delegated person to manage access of the media to the scene, and to staff, students, and relatives

Evaluation and Review of Management Plan

1. 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.
2. The evaluation process will incorporate feedback gathered from all staff, students, and local community representatives
3. An evaluation report will be made available to FOUNTAIN College management.

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