



### Help for Non-English Speakers

If you need help to understand the information in this policy please contact Kalinda Primary School on (03) 9876 3289.

## CRITICAL INCIDENT MANAGEMENT AND REPORTING POLICY AND PROCEDURE

### PURPOSE

At Kalinda Primary School (Kalinda PS) we work to ensure an expert response and management of all school emergencies and incidents. This includes incidents that occur during school, incursions, camps, excursions or outdoor adventure activities, weekends and holidays, travel to and from school, non-school hours and on-line.

Schools, regions and central Department staff responding to and managing emergencies and incidents must use the key actions outlined in the [Guide to Managing incidents in Your School](#) Policy and Guidelines. The policy applies to all government schools and all services delivered by school councils within the school environment. This includes outside school care and kindergartens delivered by school councils on school premises.

Kalinda PS is responsible for:

- meeting Duty of Care responsibilities for all students, staff and community members on School grounds
- planning for and managing emergencies
- responding swiftly to all emergency incidents including medical emergencies
- reporting emergencies and incidents
- liaising with a range of support agencies including the Security Services Unit
- testing emergency procedures.

Kalinda PS:

- may implement additional security risk management measures
- may be required to provide WorkSafe notifications.

### SCOPE

The scope of this policy is limited to:

- incidents where the subject is a student who is under the care or supervision of the school
- when an incident impacting a student is brought to the attention of the school, regardless of when or where it occurred, provided it is impacting on the student or other students within the school setting
- incidents that impact the continuity of school operations, including property damage and emergencies
- incidents requiring a notification to police; and/or
- incidents impacting on the health, safety and wellbeing of staff where the incident also impacts on student health safety and wellbeing and/or continuity of school operations.



Note that these incidents will also need to be reported in eduSafe if the workplace health and safety policy applies.

- Principals, or their delegates, may also elect to apply this policy to incidents that impact on the health, safety and wellbeing of staff in the event that additional support is required from the region or DET Central beyond that which is available following a report in eduSafe
- incidents involving international students for whom the Department has accepted responsibility for appropriate accommodation and welfare.

### **Roles and Responsibilities**

Under this policy, the Principal is responsible for the initial incident severity rating and reporting, with support from the **Incident Support and Operations Centre (ISOC)** on **1800 126 126**.

This responsibility can be delegated to other school staff by the Principal. Kalinda PS will maintain a list of delegates including at least one school staff member outside the school's leadership team. See **Appendix 1**

Where an incident is rated as either Extreme (Red) or High (Orange), the Area Executive Director and/or the Director **Security Emergency Management Division (SEMD)** will also have governance and oversight of incident management, particularly in relation to reviewing the categorisation of the incident. The nature of this responsibility will vary depending on the severity of incident and the level of support required by the Principal, as outlined in this policy.

Levels of Incident Management:

- Low (Blue) incidents: Principal manages and governs incident.
- Medium (Yellow) incidents: Principal manages and governs incident. Region and Central have visibility of incident.
- High (Orange) incidents: Principal manages incident. Area Executive Director governs incident and coordinates supports. Central has visibility of incident.
- Extreme (Red) incidents: Principal manages incident. Area Executive Director supports. Director, SEMD (or rostered DET Central Incident Commander) governs incident.

### **Critical Incident Definition**

The definition of a critical incident can be defined by any incident that requires a student or staff member being sent from school to hospital. Generally, it is one that requires medical attention or a police investigation.

Possible critical incidents can include, but are not limited to, the following:

- incidents involving the death or suicide of a student, staff member or member of the school community
- incidents of self-harm/injury or threats of suicide
- injuries requiring treatment by a doctor, transport by ambulance or hospitalisation
- incidents concerning mental health
- traumatic incidents requiring peer interventions
- incidents requiring professional or clinical support
- incidents that did not lead to injury or death but very nearly did
- incidents of a sexual nature
- incidents of abuse or risk of abuse or neglect including online child abuse (mandatory reporting obligations may also apply)
- incidents involving a missing student
- incidents of online bullying, inappropriate use of social media and/or mobile phones
- incidents of damage to parts of a school building or its content
- loss of essential service
- emergency situations and warnings
- bomb threats



- incidents of alleged criminal activity
- incidents of aggressive behaviour or actions or behaviours of concern
- incidents of forced marriage or human rights abuse
- incidents of family violence
- incidents of human trafficking
- incidents of sexual exploitation
- suspicious activity within or near school environment
- incidents involving international students for whom the Department has accepted responsibility for appropriate accommodation and welfare.

#### **PROCEDURE TO INITIALLY MANAGE A CRITICAL INCIDENT**

##### **Step 1.**

- A staff member must stay with the student.
- Send for first aid / and or wellbeing assistance.
- Render initial first aid.
- Monitor student's condition, behaviour and mental health.

##### **Step 2.**

- Call 000 and ask for an ambulance.
- Students do NOT need to be taken to the sick bay or any other location within the School if it is determined that the student needs to go to the hospital. They will be better serviced by a doctor.

##### **Step 3.**

- Call the students' parents and advise them of the situation.
- If the parent or guardian is able, ask them to come to the school to meet the ambulance.
- If the parent is unable, advise them of the hospital the student is going to so they can meet the ambulance there.

##### **Step 4.**

- Notify relevant staff members
- If you are unable to do this ask the Administration to make the calls.

The following staff/services will need to be called:

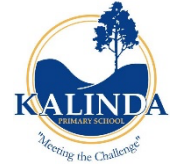
- Principal Class Officer
- Year Level Team Leaders of the year level the student is in
- ISOC notification – The Principal class or delegate will perform this task - call **1800 126 126**
- Let well-being staff know there is a critical incident to avoid any confronting or conflicting situations for themselves or students they might be seeing.

#### **Reportable Incidents**

As a general rule, a serious or critical incident is one that requires medical attention or a police investigation.

Examples of reportable incidents involving schools include:

- death or suicide of a student, staff member or member of the school community
- self-harm/injury or threats of suicide
- injuries requiring treatment by a doctor, transport by ambulance or hospitalisation
- concerning mental health and traumatic incidents requiring peer
- professional or clinical support
- incidents that did not lead to injury or death but very nearly did
- incidents of a sexual nature



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- abuse or risk of abuse or neglect including online child abuse (mandatory reporting obligations may also apply)
- missing student
- online bullying, inappropriate use of social media and/or mobile phones.
- damage to parts of a school building or its content
- loss of essential service
- emergency situation and warnings
- bomb threats
- alleged criminal activity
- aggressive behaviour or actions or behaviours of concern
- forced marriage or human rights abuse
- family violence
- human trafficking
- sexual exploitation
- suspicious activity within or near school environment
- incidents involving international students for whom the Department has accepted responsibility for appropriate accommodation and welfare.

**Note:** Kalinda PS will also report any nuisance activity which may not have led to damage but could lead to crime at a future time. This information is used to implement pro-active security measures such as targeted security patrols, temporary surveillance and intruder detection systems to prevent criminal activity.

#### **Bomb Threats or Threatening Calls**

If a bomb threat or threatening call is received via a telephone call, follow the Kalinda PS Emergency Management Plan.

1. call police on **000**
2. notify **ISOC** on **1800 126 126**
3. implement the school's emergency management plan
4. do not search for the bomb
5. do not allow a search by students or staff
6. if a bomb or other explosive device is sighted in the school grounds, keep staff, students and other visitors to the school calm and promptly clear the area in an orderly and calm manner
7. do not impede an explosives inspector from entering school premises
8. do not handle any explosives found at school.

**Note:** an inspector of explosives may interview students at school on the same basis as a police interview.

#### **Fires**

All fires, including those that have been extinguished and regardless of their size, must be reported to the relevant fire service locality by contacting **000** and ISOC on **1800 126 126**.

#### **Helicopter Landings in Schools in an Emergency**

The Department has given a general authorisation for the use of school grounds as helicopter landing sites during emergencies for the: air ambulance, fire reconnaissance or crime prevention.

The urgent nature of an emergency may preclude advance notification.

The pilot is responsible for ensuring that the:

- area chosen for landing is suitable
- safety of those on the ground is not compromised.

If a landing occurs during school time, students must remain at a safe distance, clear of the departure, and approach paths.



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The Department has **not given** approval for media, commercially or privately operated helicopters to use school grounds. They must obtain permission from the principal before landing.

**Note:** If the Principal or school council consider helicopter arrivals or departures from the school grounds for non-emergency purposes there are stringent requirements for the safety of spectators and protection of the environment. Schools must contact the Aviation Branch of the [Commonwealth Department of Infrastructure, Regional Development and Cities](#) and the [Environment Protection Authority Victoria](#) for advice.

### **Managing Trauma**

Exposure to trauma can have significant long-term adverse effects for students, staff, parents and carers.

The [Managing Trauma](#) guide supports principals, Student Support Services (SSS) and recovery teams in leading the emotional and psychological recovery at a school following a school-based incident.

The guide supports Principals and SSS to plan for, and lead an effective recovery. This can significantly reduce trauma and protect students, staff and school community members from physical, psychological and emotional harm.

### **Procedure for Student Return to School After a Critical Incident**

The following outlines the procedures that occurs upon a student return after a critical incident has occurred within Kalinda PS

#### **Step 1.**

- The student must have a return to school meeting with the Year level team leaders, parents and a member of the well-being team to ensure appropriate supports are put into place.

#### **Step 2.**

- Student must have a care and/or safety plan if requiring ongoing support.

#### **Step 3.**

- Kalinda PS will seek advice and support from the student's health professionals if required.
- This advice will be given to Principals, School Nurse, Wellbeing team, Year Level Leaders and teachers.

#### **Step 4.**

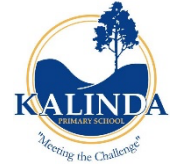
- Kalinda PS will follow up with students and staff potentially impacted by the critical incident.
- Follow up will also include close friends of the students and teachers.

#### **Step 5.**

- Kalinda PS Principal, School Nurse, Wellbeing team, Year Level Leaders will debrief on the critical incident.
- Kalinda PS will assess physical and mental health of team.
- Kalinda PS will review procedures and identify steps taken and if any need amending/or were missed to improve the School's practices during/after an incident.

### **School Management and Reporting**

Kalinda PS Principals and Administration staff will regularly familiarise themselves with **School Management and Reporting**.



School Management and Reporting provides:

- a six-stage approach to 'end to end' management of incidents
- an incident severity triaging based on the impact of the incident
- clear and consistent accountability.

The **SIX STAGES** of School management and reporting are:

**1. Identifying and Incident and Immediate Response**

Describes how to identify an incident, and what immediate general actions should be undertaken:

- provide first aid
- contact emergency services on **000**
- enact the school's (or site's) emergency management plan
- capture and preserve evidence (such as 'notifiable incidents' to WorkSafe or for criminal investigations)
- contact nominated family or carers.

**2. Reporting an Incident**

Describes the four incident severity ratings- low (blue), medium (yellow), high (orange) and extreme (red), including incidents that should automatically be rated as Extreme (red). A severity-rating decision matrix helps determine the severity level.

The severity or seriousness of the incident determines how it needs to be reported and within what timeframe, and inform the level of regional and central departmental support.

**Note:** Some incidents will trigger other internal and external reporting obligations, which are also outlined in this section.

Following the immediate response, the principal (or delegate) is responsible for assessing the severity of the incident, using the [Severity rating decision-making matrix \(PDF\)](#) – refer to Guidance tab for detailed advice.

Incidents are rated as either:

- Low
- Medium
- High
- Extreme.

**3. Ongoing Support and Recovery**

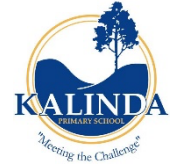
Sets out the process for providing an ongoing response to incidents and supporting any required recovery efforts. It summarises key policies and works examples.

The Principal (or delegate) is responsible for providing immediate relief support to impacted students, staff and the education community. Where necessary and appropriate, additional support will be provided by school support staff and corporate office staff based in regional and central offices. When an incident is reported to ISOC, ISOC staff will ask the principal (or delegate) whether they require additional support (including recovery support) during the call.

**4. Investigation**

Sets out the process for referring a relevant incident for investigation.

Some incidents may trigger investigations under other department policies and legislative schemes (for example, privacy breaches should be reported in accordance with the [Privacy](#)



[and Information Sharing policy](#), mandatory reporting to the Department of Families, Fairness and Housing). A preliminary investigation screening should be undertaken within 2 days of an incident being reported to the ISOC.

For WorkSafe notifiable incidents, the principal and/or their delegate are to conduct a formal incident investigation within 24 hours of the notifiable incident, where possible, using the Hazard and incident investigation template (DOCX) or equivalent.

For the investigation, the Principal and/or their delegate may decide to convene an incident investigation team, comprising school leadership staff, the school's health and safety representative (HSR), affected employee and other employees, depending on the nature of the incident. The investigation should seek to identify the causes and any potential hazards, and provide recommended control and preventative measures.

#### 5. Review and Closure

Outlines what incident reviews are, when they should be undertaken and who should be responsible. Reviews are discretionary, but provide a valuable learning opportunity. The incident severity rating informs the responsible authority for closing incidents, in consultation with the principal. Incidents are closed when current and/or future risk is eliminated, mitigated or accepted.

There is a process for incident closure, which is a formal process. An incident is closed with comments once the responsible authority is confident that appropriate ongoing supports are in place and, if relevant, pending investigations are underway and/or reviews have been completed and recorded.

Closure of incidents must be determined in consultation with the Principal.

#### 6. Analyse and Learn

Provides an overview of the data analysis framework, descriptive analysis summary reports and diagnostic analysis reports which can be developed by monitoring, interrogating and acting on trends identified through the analysis of incident information.

### WorkSafe Notifiable Incidents

The Occupational Health and Safety Act 2004 (OHS Act) requires notification to WorkSafe of serious workplace incidents, referred to as 'notifiable incidents'. Refer to the [Guidance tab of the Employee Health, Safety and Wellbeing policy](#) for a definition of 'notifiable incident'.

The Principal or their delegate **must** contact WorkSafe on telephone [132 360](#) to report notifiable incidents immediately after becoming aware that an incident has occurred and to provide WorkSafe with completed incident notification form within 48 hours. WorkSafe Victoria will provide a reference number on notification and will advise whether the incident site is to be isolated/preserved until an inspector arrives. More information is available in the department's [WorkSafe Inspector Visit Guidelines \(DOCX\)](#).

The OHS Act also requires preservation of the incident site until an inspector arrives or issues a direction, except where there is an immediate need to protect the health and safety of persons, provide first aid to any injured persons or to take essential action to make the site safe subject to some exceptions.

The following protocols should be adhered to in order to protect the notifiable incident scene:

- Establish a perimeter to protect the scene, for example, temporary barriers
- Evacuate non-involved persons
- Prevent unauthorised persons from entering the perimeter or contaminating any evidence
- Prevent any damage or further damage.



For further directions on incident site preservation speak to the WorkSafe inspector when the call is reported to WorkSafe.

Refer to [Notifiable incidents to WorkSafe flowchart \(PDF\)](#) and [WorkSafe Inspector Visit Guidelines \(DOCX\)](#) for more information.

#### **Examples of High and Extreme severity rating incidents that are reportable to ISOC.**

##### ***Examples of incidents that impact or risk impacting on the health, safety and wellbeing of students or staff:***

- Death or suicide of a student, staff member or member of the school community
- Self-harm/injury or threats of suicide
- Injuries requiring hospitalisation
- Concerning mental health and traumatic incidents requiring peer, professional or clinical support
- Incidents that did not lead to injury or death but very nearly did
- Abuse or risk of abuse or neglect including online child abuse (mandatory reporting obligations may also apply — refer to [Protecting Children – Reporting and Other Legal Obligations](#))
- Missing student
- Incidents involving the use of seclusion or physical restraint of a student, refer to [Restraint and Seclusion](#)
- Online bullying, inappropriate use of social media and/or mobile phones

##### ***Examples of incidents that impact on the continuity of school operations, including property damage and emergencies:***

- Damage to parts of a school building or its content
- Loss of essential service/s
- Emergencies and warnings
- Bomb threats

##### ***Examples of incidents that involve matters of serious conduct:***

- Alleged criminal activity
- Aggressive and anti-social behaviour or actions
- Forced marriage or human rights abuse
- Family violence
- Human trafficking
- Sexual exploitation
- Cyber security – attack/hacking of school system
- Significant privacy breach
- Suspicious activity within or near school environment

##### ***Examples of Low and Medium severity incidents that are not reportable to ISOC.***

The following incidents are not reportable:

- incidents that have an insignificant impact or risk of impact on student health, safety and wellbeing, such as a grazed knee. These incidents should be managed locally and recorded in eduSafe Plus
- incidents where school operations continue with slight interruptions, such as a 10-minute power outage.

#### **RELATED POLICIES**

- [Incident Support and Operation Centre](#)
- [Emergency Management and Critical Incident Planning](#)
- [School Equipment and Plant Management](#)
- [Worksafe Notification](#)





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#### RELATED LEGISLATION

- [Children Youth and Families Act 2005](#)
- [Emergency Management Act 1986](#)
- [Emergency Management Act 2013](#)
- [Occupational Health and Safety Act 2004](#)

#### DEPARTMENT RESOURCES

- Visit the Department' s [Policy Advisory Library](#) webpage for further information
- [A Guide to Managing Incidents in your School](#)
- [eduSafe Plus](#)
- [Excursions Guidance and Adventure Activities](#)
- [Managing Incidents in My School poster](#)
- [Managing Trauma Guide](#)

#### POLICY REVIEW AND APPROVAL

|                            |            |
|----------------------------|------------|
| Policy last reviewed       | March 2023 |
| Approved by                | Principal  |
| Next scheduled review date | March 2026 |