

Critical Incident Policy & Plan

Response To Critical Incidents Policy

A **Critical Incident** is defined as an emergency affecting students, personnel or property, requiring immediate responsive action beyond that which could be reasonably expected from the school's own management team during the day to day running of the school.

Introduction To Emergency Plan

1. The plan provides, through a framework, the initial response to the Impact Phase of a **Critical Incident**.
2. The **Incident** may require support from a number of services, and/or other agencies.
3. The **Incident** would probably involve severe stress for those directly involved and those associated with The Eagle Academy.
4. As a result of the **Incident** there may be a significant impact on the budget of The Eagle Academy.

Purpose

The purpose and emphasis of the plan is **to normalise the activities of school** in the event of an emergency with minimal disruption to everyone on site and associated with The Eagle Academy.

Providing immediate practical support;

- Establishing how the incident will be managed;
- Defining roles and responsibilities of officers of The Eagle Academy;
- Outlining how further appropriate support will be sought from outside The Eagle Academy;

Critical Incident Plan

The critical incident emergency plan covers the following points:

1. **Aims**
 - To provide support to all on site affected by the incident.
 - To maintain the normal running of any parts of The Eagle Academy not affected.
 - To return The Eagle Academy to normal as soon as possible.
2. **Types of Incident Covered by the Plan**
 - Extensive damage to premises
 - Death, serious injury or potential health issues affecting staff or students at The Eagle Academy
 - An accident away from campus
 - An incident on campus or in the community that affects The Eagle Academy
 - Data Breach that requires notification to OAIC
3. **Receiving the Alert**

The alert may come from:

 - a staff member
 - a student
 - the police
 - parents
 - the media
 - or other sources
4. **Whoever receives the alert should be prepared to ask for as much information as possible (see Appendix 1 Incident Information Form):**
 - what has happened?
 - have the emergency services been informed/are they attending?
 - exact location (and any access problems if not on site)

- casualties
 - actions taken so far
 - name/contact at the scene (if not on site)
 - what assistance is needed?
5. *The CEO or most senior staff member must initially decide on the **level of response** needed:*
- can The Eagle Academy cope alone?
 - if not, alert the Manager of the Centre
 - inform staff on site.
6. A **cascade call-out list** for out of hours incident
- Repeat back to the person giving the information and details to ensure that they have been accurately recorded.
 - The call out details need to be checked regularly for accuracy.
7. **Emergency Locations for various groups to meet are established:**
- the management team (as advised by the CEO or most senior staff member)
 - informing students will be done through text/ calling / email
 - inform Agents and parents
 - the media, if they are to be allowed on site
 - a quiet area for students/ staff
 - possible relocation site (eg Broadbeach Community Centre).
8. **Administrative arrangements**
- All staff to keep a log of all contacts, decisions and actions (see Appendix 2 Critical Incident Log Sheet).
 - One phone free for outgoing calls (eg fax line)
9. Arrange to **inform** (and keep informed):
- centre manager
 - staff
 - children
 - parents
 - the police
 - the media
10. **Longer Term Plans**
- A serious incident may have repercussions over many months. Consider arrangements for days two and three, when students may know more about what happened, and when staff may be exhausted and may need additional support.
11. **Operational Debriefing**
- Debrief all staff involved at the end of each working day/shift. Ensure that information is recorded and shared.
- At the end of the incident staff and students may require counselling.
12. **Under 18 Students**
- In the event of a critical incident all students, guardians & accommodation providers will be made aware of the situation and any impact it may have on welfare arrangements.

On a practical note: ensure:

- the existence, whereabouts and contents of the Site Plan and Response Plan (Appendix 3) are known to staff;
- an identified member of the staff is responsible for keeping the plan up to date;
- staff should know their roles which should be rehearsed by desk top exercises;

If it becomes necessary to activate the plan:

- mobile phone use, or direct approach is to be used to advise staff.

CRITICAL INCIDENT FORM

INFORMATION REQUIRED TO ESTABLISH NEEDS

Initial contact to the CEO - Greg Knitter (07) 5526 6222 or info@eagleacademy.com.au

The following information may be asked for dependant on the nature of the incident, by either the CEO, or Emergency Services. Gather this information when practicable.

Contact Name: _____

Position: _____

Mobile Number: _____

Site Of Incident: _____

Time Of Incident: _____

Nature Of Incident: _____

Number Of Patrons Involved & Ages: _____

Are Any People Injured? _____

Extent Of Injuries (Low-Serious): _____

What Action Has Been Taken So Far? _____

What Help Do You Need? _____

Are There Any Access Difficulties? _____

Have Emergency Services Been Informed: Yes / No

Emergency Services Contacted: Fire / Ambulance / Police:

Are They On Site: Yes / No

Time Of Emergency Service Arrival: _____

DATE AND TIME RECEIVED	
Date:	Time:
Staff Member Receiving Information:	