

CRITICAL INCIDENT POLICY AND MANAGEMENT PLAN

PURPOSE

All children have the right to feel safe and know that they will be attended to in an efficient and timely manner in the event of an incident, injury, trauma or illness whilst at school.

The purpose of this policy is to ensure Broadmeadows Valley Primary School complies with the requirements of the Emergency Management Act 1986 and DET policy and guidelines.

This policy aims to ensure expert response to all school emergencies and incidents including incidents that occur during:

- camps, excursions or outdoor adventure activities
- weekends and holidays
- travel to or from Broadmeadows Valley Primary School
- non-school hours

This policy describes the requirements for reporting and managing school incidents and hazards.

SCOPE

This policy applies to all staff, volunteers, and contractors in the school environment, whether or not they work in direct contact with children or young people. This policy applies to the school environment and covers both school and outside of school hours. Incidents that are in scope for this policy and associated guidelines are any actual or alleged event or situation that:

- causes harm or creates a risk of causing harm to a student's health, safety and wellbeing either directly or indirectly while under the care or supervision of the school, including international students
- impacts a student and 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 environment
- causes harm or creates a risk of causing harm to an employee's health, safety and wellbeing either directly or indirectly in the work setting
- affects or risks affecting the continuity of school operations, including matters of security, property damage and emergencies
- requires police notification or involves matters of serious conduct
- is a WorkSafe Notifiable Incident

DEFINITIONS

Serious Incident: a serious incident is one that requires a timely response and may require urgent medical attention or a police investigation (see above).

School Environment: Any physical or virtual place made available or authorised by the school or school council for use by a student during or outside school hours, including:

- a campus of the school
- online school environments (including email and intranet systems)
- other locations provided by the school for a student's use (including, without limitation, locations used for school camps, sporting events, excursions, competitions, and other events); and

POLICY

It is essential that schools respond urgently and appropriately to any emergency or incident that occurs at the school, in, or outside of school hours and on all activities taking place outside the school that involve staff and students.

Prompt incident reporting (to the Security Services Unit) enables Security Services Unit staff to provide

- security related support and advice to schools and referral to relevant support and assistance provided across the Department (e.g., Emergency Management Division and the school reinstatement consultant)
- quick resolution of emergencies while minimising the risk to personal safety
- quick implementation of preventative measures in the case of criminal activity
- quick notification to relevant regional and central office staff.

Note: Prompt incident notification enables Security Services Unit staff at the Coordination Centre to provide support and advice to schools. This helps to resolve emergencies quickly while minimising the risk to personal safety. As a general rule, a serious incident is one that requires medical attention or a police investigation.

Examples of reportable incidents involving schools include:

- motor vehicle collision
- all WorkSafe incidents
- impact by machinery, equipment, aircraft
- fatalities
- fire on the school grounds, bush or grass fire
- incidents of death or serious injury (injury requiring medical attention)
- incidents resulting in closure or significant damage to parts of a building or its contents and/or a threat to health and safety
- bomb threat
- outbreak or incidence of disease
- presence of toxic fumes or explosive conditions
- finding hazardous material on school site including explosives, fog signals, detonators, gun powder, cords/fuses, blasting cartridges, incendiary devices, marine distress signals, propellant powders etc.
- fumes, spill, leak or contamination by hazardous material
- flood, windstorm, earthquake or other natural disasters
- criminal activity such as suspicious person/s and/or vehicles, vandalism, burglary, graffiti, theft, fraud, property damage

- missing/disappearance/removal of student/s including unauthorised/unexplained absenteeism from school and/or unauthorised absenteeism resulting in a missing person's report
- firearms, weapons or bomb threat
- behaviour of a student, visitor or staff member that could lead to potential risk to someone else
- serious threats made against a person
- siege or hostage situation
- need for evacuation or lockdown
- unethical staff behaviour particularly if it involves taking advantage of a student, visitor or staff member
- issues of negligence or legal liability
- near misses: incidents that very nearly lead to injury or death Example: Hazardous condition observed/near misses.
- an event with a major impact on school operations or the potential to involve the relevant Minister or to subject the DET to high levels of public or legal scrutiny.

The DET 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. As the urgent nature of the emergency may preclude advance notification the pilot is responsible for ensuring the area chosen for landing is suitable and the safety of those on the ground is not compromised.

IMPLEMENTATION AND PROCEDURES

Broadmeadows Valley Primary School will call 000 immediately to report any incident threatening life or property. Emergency services on this number include:

- police for crime, or any injury that may not be accidental or assault.
- ambulance for injury and medical assistance.
- fire brigade for fires and incidents involving hazardous and dangerous materials.

Broadmeadows Valley Primary School WILL NOT contact local emergency services directly. (To do so increases response times as these calls are redirected to 000 thereby wasting valuable time in an emergency.)

Following notification to 000, Broadmeadows Valley Primary School will report to Security Services Unit on (03) 9589-6266 any incident posing a risk to the safety of a student, parent/carer, visitor or staff member including serious injury or death, allegations of or actual physical or sexual assault or threat to property or the environment or the use of isolation or physical restraint of a student in response to an incident.

Broadmeadows Valley Primary School staff will not handle any explosives found at school. However, if it's necessary to remove explosives from a student's possession extreme care to avoid bumping, striking or dropping the object will be exercised. In such circumstances, staff will place the object gently in an isolated position, ensure it is not exposed to any form of heat/ignition and wait for the police or an Inspector of Explosives or an Inspector of Explosives who has the right to interview children on the same basis as police.

Broadmeadows Valley Primary School will not impede an explosives inspector from entering the premises.

Broadmeadows Valley Primary School will also report any nuisance activity which may not have led to damage, but that 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.

All fires, including those that have been extinguished and regardless of their size, will be reported to the relevant fire service for the particular locality by contacting 000 and then the Security Services Unit.

In the event of a bomb threat staff will call 000, implement the Emergency Management Plan and notify Security Services Unit. Staff will not search for the bomb or allow children to do so.

If a bomb or other explosive device is sighted in the school grounds, the school will keep staff, students and other visitors to the school calm, promptly clear the area in an orderly and calm manner and not impede an explosives inspector from entering school premises.

If a helicopter landing is required, students will be kept at a safe distance clear of the approach and departure paths.

In the case of a loss arising from a criminal offence the Principal will notify the Broadmeadows Valley Primary School Council President, take steps to determine the extent of the crime e.g., theft, burglary, fire/arson, vandalism or significant graffiti, complete a Criminal Offence and Insurance Report and email it to the DET Infrastructure Division and if possible, take steps to avoid the possibility of further loss.

Staff and students will be provided support and debriefing internally or externally through the Employee Assistance Program or Student Support Services appropriate to the nature of the incident.

Broadmeadows Valley Primary School will ensure the following procedures are in place:

- Parents will be required to supply the contact number of their preferred doctor or dentist, Medicare number and expiry date.
- Staff will be required to supply two contact numbers in case of an emergency or accident, involving themselves.
- If a child, educator or visitor has an accident whilst participating in school activities they will be attended to immediately by a staff member who holds a first aid certificate.
- In the case of medication being required in an emergency without prior consent of the parents/guardians, staff are to secure verbal consent from parents/guardians over the phone or gain consent from a medical practitioner.
- Anyone injured will be kept under adult supervision until they recover, and an authorised person takes charge of them.

In the case of a major incident at BVPS requiring more than basic first aid, the first aid attendant/principal will:

1. Assess the injury and decide whether the injured person needs to be attended by local doctor or whether an ambulance should be called.
2. If the injury is serious the first priority is to get immediate medical attention. Although parents or emergency contacts should be notified straight away, if not possible, there should be no delay in organizing proper medical treatment. A staff member can keep trying to contact the parents or emergency contacts in the meantime if available.
3. Attend to the injured person and apply first aid as required.
4. Staff will ensure that disposable gloves are used with any contact with blood or bodily fluids as per the hygiene policy.
5. Staff will stay with the effected person until suitable help arrives, or further treatment taken.
6. Staff will try to make the effected person comfortable, offer support and provide first aid within the limits of their training until help arrives.
7. If an ambulance is called and the child is taken to hospital a staff member will accompany the child and bring along any of the child's school medical records. Staff will complete an incident report and CASES 21 report

BVPS staff (as designated by the principal, assistant principal or first aid officer) will:

1. Notify parents or emergency contact person immediately regarding what happened and the action that is being taken including clear directions of where the child is being taken (e.g., hospital). Every effort must be made to keep calm, including not to panic parents or other individuals and to provide minimal detail regarding the extent of the injuries.
2. Ensure that all blood or bodily fluids are cleaned up in a safe manner.
3. Ensure that anyone who has come in contact with any blood or fluids washes their hands in warm soapy water.
4. Try to reassure the other children and keep them calm, keeping them informed about what is happening, and away from the injured child.

Accidents which result in serious injury (including death) to a child must be reported to:

- An ambulance service
- The police
- Parents/Guardian
- DET Emergency Management Unit

The school will notify the parent/guardian that a serious incident has occurred. Only a qualified medical practitioner can declare a person dead and therefore staff should ensure the parents are only advised that the injury is serious and refer them to the medical agency (i.e., hospital) where the child has been taken.

This information should be provided in a calm and extremely sensitive manner.

The site of the accident should not be cleared, or any blood or fluids cleaned up until after approval from the Police.

All other children should be removed from the scene and if necessary, parents contacted for early collection of children. The children should be reassured and notified only that a serious incident has occurred.

Death or Serious Injury to a child or staff member

Staff members must be prepared to handle all incidents in a professional and sensitive manner. In the event of tragic circumstances such as the death of a child or staff member, staff will follow guidelines as set out below to minimize trauma to the remaining staff and children at the school. In the event of the death occurring at school, a clear emergency procedure will be maintained for the other children.

Reporting of Serious Incident, Injury and Trauma

All serious incidents, injury or trauma will be recorded within 24 hours of the event occurring. The child's parent or emergency contact must be notified of any accident or injury that has occurred to the child as soon as possible and no later than 24 hours after the event.

A staff telephone tree will be updated yearly to provide a means of contacting staff after the event of a serious incident. The principal is responsible for ensuring that in the event of a serious incident the DE& T Emergency Management Unit is notified immediately.

It may not be until sometime after the incident that it becomes apparent that an incident was serious. If that occurs, the principal must notify the Emergency Management Unit within 24 hours of becoming aware that the incident was serious.

How to decide if an injury, trauma or illness is a ‘serious incident’?

If the advice of a medical practitioner was sought or the child attended hospital in connection with the injury, trauma or illness, the incident is a serious one and the Emergency Management Unit must be notified.

An injury, trauma or illness will be regarded by the service as a ‘serious incident’ if more than basic first aid was needed to manage the injury, trauma or illness and medical attention was sought for the child, or should have been sought, including attendance at hospital or medical facility for further treatment.

FURTHER INFORMATION AND RESOURCES

Managing School Emergencies handbook –

<http://www.eduweb.vic.gov.au/edulibrary/public/schadmin/Management/6->

This policy is to be read in conjunction with the Broadmeadows Valley Primary School-Critical Incident Management Plan (attached)

Related policies

- Child Protection and Child Safe Standards (PROTECT)
- Crime Prevention in Schools
- Emergency and Critical Incident Management Planning
- OHS Management System (OHSMS) Overview — Employee Health, Safety and Wellbeing
- Police and Child Protection Interviews
- Police — Department Protocol on Reporting Criminal Activity
- Reportable Conduct Scheme
- Schools Incident Management System Policy and Guidelines
- Students Absconding or Going Missing from School
- Suicide Prevention and Response
- Weapons and Other Harmful Items — Banning, Searching and Seizing

Relevant legislation

- Children, Youth and Families Act 2005 (Vic)
- Child Wellbeing and Safety Act 2005 (Vic)
- Health Records Act 2001 (Vic)
- Ministerial Order No.870 — Child Safe Standards
- Occupational Health and Safety Act 2004 (Vic)
- Occupational Health and Safety Regulations 2017 (Vic)
- Privacy and Data Protection Act 2014 (Vic)

Contacts

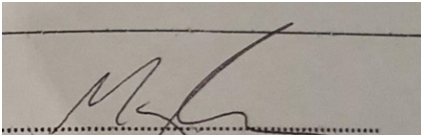
To report an emergency or other incident to the Incident Support and Operations Centre (who will arrange for an IRIS report to be made) call 1800 126 126.

To report a notifiable incident to WorkSafe call 13 23 60 in accordance with this policy.

For general queries or feedback in relation to this policy or guidance, contact the Policy and Intelligence Unit, Security and Emergency Management Division on email: emergency.management@education.vic.gov.au or phone: 03 7022 0015.

POLICY EVALUATION AND RATIFICATION

This policy will be reviewed as part of the three-year review cycle, or earlier if required, following analysis of school and DET safety data. Proposed amendments to this policy will be based on relevant school emergency management or critical incident reports including relevant school first aid data and DET emergency management updates.

Policy	Critical Incident Policy
BVPS School Council President	Signed: 
BVPS Principal	Signed: <i>C. Ziano</i>
Updated	August 2021
Ratified on	19 / 10 /2021



Broadmeadows Valley PRIMARY SCHOOL

CRITICAL INCIDENT MANAGEMENT PLAN

RESPONDING TO A TRAUMATIC OR CRITICAL INCIDENT INVOLVING A SCHOOL

- Schools may become directly or indirectly involved in a tragic or traumatic event.
- The incident may involve loss of life, serious injury or emotional disturbance.
- The incident may occur in the school environment or outside.
- It may involve staff, students or those close to them.
- The network of those involved in a traumatic event can be wide, especially if it directly involves the school.
- Feelings of grief and loss can continue over long periods of time.
- Counselling should be provided for all those who need it. This may include many who do not seem to be closely connected to the event or the individuals involved.
- The school may be in a position to help grieving families at difficult times. e.g., through the school's participation in the funeral service.
- While school should operate as normally as possible, some degree of flexibility should exist.
- It is essential that people be given clear, accurate information at all times.

ACTION TO BE TAKEN

Incidents may vary in complexity. These guidelines provide a framework for action and would not necessarily be followed in all cases. However, the following 4 principles must be followed:

- * Provision of clear and accurate information.
- * Description of action to be followed.
- * Provision of help for all affected.
- * Maintenance of normal school program.

1. Check for dangers and make the area safe
2. Apply First Aid, and call 000 if necessary
3. Isolate the area, and remove students
4. Obtain accurate information. Deal only with substantiated facts.
5. Contact the Department of Education and Training. All emergency or criminal activity in which the safety or well-being of staff or students is at risk, or where there is a threat to property, must be reported immediately to the Department's 24-hour Emergency and Security Management Branch on **(03) 9589 6266**, WorkSafe on **13 26 60**, and /or **Police** as appropriate.

6. As soon as possible inform staff, especially those most directly involved. Inform close friends and family individually. Allow questions and discussion as they arise. Dispel rumours.
7. Appoint a skilled Support Team to assist in the management of the incident. The team may include staff members, counsellors, external Department of Education personnel, support agencies etc. The size and composition of the team will be related to the nature of the incident. Distribute names of Support Team members and inform others of the role of the team.
8. As soon as possible provide information to the community as to what has happened, and what is being done.
9. The Principal, Assistant Principal and/or School Council president will deal with all media requirements. Advice to be received from Department of Education's Media Unit. Phone: 96372871. A written press release may be useful. If necessary, protect others from contact with the media.
10. Establish a line of contact with the family or families directly involved.
11. Provide out of school hours contact if necessary. This could be as simple as circulating the Principal's telephone number. In more complex situations it may mean maintaining telephone contact at the school.
12. Continue contact with the family to identify their expectations of the school, e.g., student participation in funeral or memorial service.
13. Try to identify those most likely to need help, e.g., classmates, teacher, close friends.
14. Ensure that counselling help is available.
15. Continue to keep staff, students and parents informed, especially about what has happened and what the school is doing about it.
16. As soon as possible call students together and provide information about what has happened and what the school is doing about it.
17. Provide counselling for all. Ensure that there are suitable places in which this can take place. Be prepared to modify the timetable and other arrangements so that people are free to make use of available help.
18. The class teacher may be the person to whom students first turn for help.
19. Children wishing to attend funerals should be encouraged to do so in the company of

their parents. Provide meaningful participation for those not actually attending the service.

20. Conduct an Incident Investigation – implement controls.
21. Continue normal routines at school but acknowledge the effect of incident on the school community. Be flexible with those in need of help. Be aware that many people may be deeply affected, e.g., an event may cause a person to recall some traumatic event involving them in the past. The anniversary may also be a difficult time.
22. Maintain links with the family. The school and family may wish to develop a memorial garden, erect a memorial plaque, or display a photo in a prominent position in the school.
23. Monitor, be sensitive to, and respond to staff and student needs over a period of time.
24. Ensure the care needs of the support team are also met.
25. Review this process after any significant incident.