
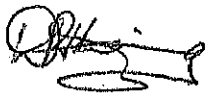




Critical Incident and Emergency Management Policy and Procedure

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Responsible person CEO	Veronica Kloria	Signature 	Date: 9/8/19
Approved by the Board:			
On behalf of the Board	David Ling President	Signature 	Date: 9/08/2019
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Basic Beliefs/Purpose

Diamond Valley Learning Centre (DVLC) is committed to ensuring the health and safety of its staff, students and other stakeholders, and to effectively managing any critical incidents or emergency situations that may arise. This policy provides guidelines for staff to deal with the initial response, follow up, reporting and review of the incident or emergency.

Scope

This policy applies to the Chief Executive Officer (CEO), managers, staff, students, volunteers, Board members and other stakeholders.

Policy Guidelines

DVLC values the health and safety of all its stakeholders, and seeks to take all reasonable precautions that would minimise the risk of injury or harm to anyone using DVLC services.

DVLC acknowledges that critical incidents and emergencies may arise, despite careful planning and the establishment of policies, procedures and systems that prevent or minimise injury and harm to staff and students.

DVLC will make every effort to respond in a responsible, timely and efficient manner to a critical incident or emergency event so that:

- immediate assistance is provided;
- student safety is re-established as soon as possible;
- the event is reported to police and to WorkSafe (where required);
- parents / guardians / carers are informed;

- an incident report is completed;
- the incident or emergency is thoroughly investigated to identify potential precautions or improve the response; and
- staff, students and stakeholders are debriefed, and support services are engaged (where required).

Where appropriate, the CEO will assume control of the incident, communicate with the relevant authorities, and make a statement to the media.

Procedure Guidelines

This procedure provides guidelines for responding to a number of specific critical incidents or emergency situations that may occur on DVLC grounds or during operating hours. Additional guidelines are provided in procedures that deal with child safety and mandatory reporting, accidents, allergic or anaphylactic reactions and asthma flare ups.

This procedure addresses the following critical incident situations:

1. General incident
2. Accidental death
3. Attempted suicide or suicide
4. Disclosure of sexual abuse
5. Student sexual assault
6. Site evacuation
7. Fire
8. Bushfire or grassfire
9. Lockdown
10. Lockout
11. Shelter-in-place
12. Earthquake
13. Bomb / chemical threat
14. External emission or spill (including gas leaks)
15. Internal emission or spill
16. Intruder or personal threat
17. Public health alert

1. All critical incidents must be reported to the most senior manager onsite, who will assume the role of incident controller and ensure that:
 - a. staff and students are safe and in no immediate danger, and students have not been left unsupervised;
 - b. police and emergency services have been notified;
 - c. first aid services are available;
 - d. the site is quarantined until police and/or WorkSafe have arrived;
 - e. the Department of Education has been informed (if the critical incident involves VCAL students) and counselling has been arranged for students and their families;
 - f. WorkSafe Victoria has been called on 132 360 (if the incident is a reportable accident) and written notification is provided within 48 hours to www.worksafe.vic.gov.au;
 - g. parents / guardians / carers and emergency contacts have been informed;
 - h. an incident report is completed;
 - i. details are recorded in the Accident and Injuries Register;
 - j. counselling services and debriefing opportunities are made available for affected staff and students;
 - k. the CEO is informed (if not already onsite);
 - l. the incident report is reviewed in management meetings to determine the prevention strategies or other measures that will be implemented to avoid (as far as practicable) a future recurrence; and
 - m. confidentiality is maintained.

2. Response to a critical incident involving the accidental death of a student or staff member

Immediate response:

- call triple zero (000);
- supervise students and move them away from the area; and
- quarantine the site until police arrive;
- do not leave staff or students alone until they have received assistance and support to allow them to cope with the initial emotional distress; and
- advise the CEO of the incident as soon as possible.

The incident controller / CEO will take over and ensure that the process provided in section 1 is followed.

3. Response to a critical incident involving the attempted suicide or suicide of a student at school

Immediate response:

- ensure that no one is in immediate danger;
- administer first aid;
- call triple zero (000);
- supervise students and move them away from the area; and
- quarantine the site until police arrive;
- do not leave staff or students alone until they have received assistance and support to allow them to cope with the initial emotional distress; and
- advise the CEO of the incident as soon as possible.

The incident controller / CEO will take over and ensure that the process provided in section 1 is followed.

4. Responding to disclosure of sexual abuse by a student

Immediate response:

- a. listen to the student with your full attention, provide support and thank them for helping you to understand;
- b. reassure the student that it is right to make the disclosure;
- c. maintain a calm appearance;
- d. allow the student to take their time and use their own words;
- e. do not make promises that cannot be kept;
- f. do not be afraid of saying the 'wrong thing';
- g. accept that the student will disclose only what is acceptable, and recognise their bravery and strength in talking about it;
- h. tell the student what you plan to do about it;
- i. DO NOT confront the perpetrator;
- j. advise the CEO and ask for assistance; and
- k. follow mandatory reporting procedures for students under the age of 18 years.

The incident controller / CEO will take over and ensure that the process provided in section 1 is followed.

The CEO will ensure that appropriate immediate reporting has been completed under mandatory reporting requirements or as required under the Reportable Conduct Scheme.

5. Responding to student sexual assault

Full details of mandatory reporting requirements can be found in P-35 Mandatory Reporting Policy and Procedure.

Immediate response:

- a. provide safety for the alleged victim;
- b. separate the alleged victim and others involved, and provide staff support for each group;
- c. ensure that duty of care responsibilities for other students are being met;
- d. if an emergency, call triple zero (000) for medical assistance;
- e. advise the CEO and ask for assistance;
- f. follow mandatory reporting procedures if the student is under 18 years;
- g. report the incident to a Victoria Police Sexual Offences and Child Abuse Investigation Team (SOCIT) by phoning triple zero (000);
- h. report the incident to DHHS Child Protection on 131 278;
- i. contact the parents / guardian / carer of the alleged victim unless circumstances indicate this should not be done;
- j. all staff involved must document the disclosure and maintain confidentiality; and
- k. do not contact alleged perpetrators, their parents / guardians / carers and any other student involved until approval has been given by the Victoria Police SOCIT.

The incident controller / CEO will take over and ensure that the process provided in section 1 is followed.

The CEO will ensure that appropriate immediate reporting has been completed under mandatory reporting requirements or as required under the Reportable Conduct Scheme.

6. Site evacuation response

Immediate response

The most senior manager present (incident controller) must:

- a. sound the alarm;
- b. delegate ONE staff member to contact the relevant emergency service on triple zero (000) and maintain contact with them;
- c. delegate ONE staff member to check that all rooms have been evacuated, including the toilets;
- d. direct everyone to the evacuation assembly site; and
- e. meet and deal with the emergency service response.

The First Aid Officer must collect the portable first aid kit if it is safe to do so.

All other staff must:

- a. ensure that anyone under their responsibilities is evacuated in an orderly manner (teachers must take the class roll with them);
- b. assist anyone with a mobility issue;
- c. assist with the evacuation of children;
- d. follow the evacuation route identified on the evacuation plan in each room;
- e. assemble at the assembly point, or as directed by the incident controller if the original site is unsafe;
- f. follow all instructions from the incident controller, fire warden or emergency services; and

- g. appoint a staff member to check that everyone is accounted for, and report back to the Incident controller.

After the evacuation, the incident controller must:

- a. notify the CEO if not onsite;
- b. ensure that staff or students with medical needs are supported;
- c. determine if parents / guardians / carers or emergency contacts need to be advised and initiate the contact;
- d. debrief all staff;
- e. complete an Accident and Emergency Management Report; and
- f. participate in the management review of the incident to identify potential procedural changes or improvements.

7. Responding to a fire on or near the premises

The most senior manager present (Incident controller) must:

- a. delegate ONE person to phone triple zero (000);
- b. initiate a site evacuation if evacuation is required, using the site evacuation process identified above;
- c. close windows and doors and turn off gas and power if evacuating, and it is safe to do so;
- d. ensure that an attempt is made to put out the fire only if it is safe to do so;
- e. notify the CEO (if not onsite) when safe to do so;
- f. ensure that staff or students with medical needs are supported;
- g. determine if parents / guardians / carers or emergency contacts need to be advised and initiate the contact;
- h. debrief all staff;
- i. complete an Accident and Emergency management Report; and
- j. participate in the management review of the incident to identify potential procedural changes or improvements.

8. Responding to a bushfire or grassfire

The most senior manager present (Incident controller) must:

- a. phone triple zero (000) if the fire is not yet reported;
- b. monitor local emergency advice on TV or radio, and follow instructions to evacuate or shelter-in-place;
- c. close windows and doors and turn off gas and power if evacuating, and it is safe to do so;
- d. ensure that staff and students do not put their lives at risk in fighting the fire, going near damaged trees or buildings, or hindering emergency services;
- e. ensure that staff and students are all accounted for;
- f. report to the CEO when it is safe to do so;
- g. contact parents as required;
- h. complete an Incident report; and
- i. participate in the management review of the incident to identify potential procedural changes or improvements.

9. Responding to a lockdown

The most senior manager present (Incident controller) must:

- a. announce the lockdown;
- b. instruct staff to close internal doors and windows and lock external doors;
- c. ensure that anyone on site sits below window level or moves into the corridors;
- d. advise Victoria Police and other emergency services;
- e. check that all external doors are locked and that everyone is safe inside;
- f. post staff at locked doors (if possible) to allow staff, students or visitors to enter if locked out;

- g. post ONE person at the main entrance to monitor the entry, and refuse entry to any unauthorised person;
- h. ensure that a telephone line is kept free;
- i. check (where possible) that everyone is accounted for;
- j. record some details such as actions taken and times taken; and
- k. de-activate the lockdown on advice from emergency services, using a pre-determined signal.

After the lockdown has been lifted, the incident controller must:

- a. advise staff and students of any relevant information provided by emergency services (such as areas to avoid or how to reunite with parents / guardians / carers);
- b. ensure that staff or students with medical needs are supported;
- c. contact parents / guardians / carers as required;
- d. report to the CEO if not onsite;
- e. complete an Incident report; and
- f. participate in the management review of the incident to identify potential procedural changes or improvements.

10. Response after a lockout has been ordered

A lockout is an internal decision made when an immediate danger has been identified and a determination has been made to exclude staff, students and others from the building for their own safety.

The most senior manager present (Incident controller) must:

- a. announce the lockout;
- b. evacuate staff, students and others;
- c. lock all doors to prevent entry;
- d. check that no one is left inside;
- e. contact emergency services;
- f. ensure that everyone is assembling in the assembly area and is accounted for;
- g. ensure that staff or students with medical needs are supported;
- h. advise parents / guardians / carers that students are being sent home early (students under 18 years), and why, and inform them of supervision arrangements;
- i. record some details such as actions taken and times taken; and
- j. only allow re-entry on advice from emergency services.

After the lockout the incident controller must:

- a. report to the CEO if not onsite;
- b. complete an Incident report; and
- c. participate in the management review of the incident to identify potential procedural changes or improvements.

11. Response to a shelter-in-place order

A shelter-in-place order may be advised by authorities as an emergency response to a bushfire or grassfire, or may be an internal response to an immediate danger where management has determined that the safest course will be to keep staff, students and others inside a specific building for their own safety (for example, in response to severe weather conditions or flooding).

The most senior manager present (incident controller) must:

- a. move all staff, students and others to the shelter-in-place area;
- b. ensure that everyone is accounted for, and their medical needs are supported;
- c. notify parents / guardians / carers of students under 18 years if the shelter-in-place will extend beyond the academic day;

- d. protect valuables and equipment from damage during severe weather conditions; and
- e. notify the CEO if not onsite.

After the shelter-in-place has ended, the incident controller must:

- a. complete an Incident report; and
- b. participate in the management review of the incident to identify potential procedural changes or improvements.

12. Response to an earthquake

The most senior manager present (incident controller) must:

- a. Instruct staff, students and others not to panic and to DROP (to the ground), COVER (cover face, head and neck with arms and hands e.g. under a table or doorway) and HOLD (on until the shaking stops);
- b. Instruct staff and students who are outside, to remain there, but move away from buildings, streetlights and utility wires;
- c. Instruct staff and students who are inside, to move there, but move away from windows, shelves or heavy objects;

After the earthquake the incident controller must:

- a. evaluate the need to evacuate if there are gas leaks, uncontrolled fires or structural damage to the building;
- b. ensure that everyone stays clear of fallen trees, power lines and any structures that may collapse;
- c. arrange for medical assistance if required;
- d. note damage for insurance purposes (if safe to do so);
- e. advise parents / guardians / carers if students under 18 years are being sent home early;
- f. complete an Incident report; and
- g. participate in the management review of the incident to identify potential procedural changes or improvements.

13. Response to a bomb or chemical threat

Immediate response

If the bomb / chemical threat is received:

- by phone, stay calm, do not hang up, and initiate emergency procedures;
- by mail, avoid handling the mail item, place it in a clear sleeve or envelope, and call Police (000);
- through the website, do not delete the post and call Police (000).

The most senior manager present (incident controller) must:

- a. ensure that doors are left open;
- b. ensure that suspicious items are not touched;
- c. consider evacuation if a suspicious object has been found, and evacuate staff and students using the evacuation process identified in section 6 above; and
- d. follow instructions from emergency services.

After the threat has ended, the incident controller must:

- a. notify the CEO if not onsite;
- b. complete an Incident report; and

- c. participate in the management review of the incident to identify potential procedural changes or improvements.

14. Response to an external emission or spill (including gas leaks)

The most senior manager present (incident controller) must:

- a. call the fire brigade on 000;
- b. turn off the gas supply if it is safe to do so;
- c. notify the gas provider if there is an internal gas leak;
- d. evacuate staff, students and others to the assembly area;
- e. ensure that everyone is accounted for, and their medical needs are supported;
- f. notify the CEO if not onsite; and
- g. only allow staff and students to resume normal activities after an 'all clear' has been given.

After the incident has ended, the incident controller must:

- a. complete an Incident report; and
- b. participate in the management review of the incident to identify potential procedural changes or improvements.

15. Response to an internal emission or spill

The most senior manager present (incident controller) must:

- a. move all staff, students and others away from the spill to a safe area;
- b. if safe to do so, request staff to clean up the spill with appropriate protective personal equipment;
- c. call the fire brigade if the spill is an unknown substance or is unsafe to manage;
- d. notify WorkSafe Victoria if required; and
- e. notify the CEO if not onsite.

After the emission / spill has been cleaned up, the incident controller must:

- a. complete an Incident report; and
- b. participate in the management review of the incident to identify potential procedural changes or improvements.

16. Response to an intruder or a personal threat

The most senior manager present (Incident controller) must:

- a. notify police on 000;
- b. avoid saying anything to the person to encourage irrational behaviour;
- c. if possible, restrict entry to the site and confine or isolate the threat as far as possible;
- d. determine if an evacuation of staff and students or lockdown is required;
- e. follow the procedure for evacuation or lockdown, as required; and
- f. notify the CEO if not onsite.

After the threat has ended, the incident controller must:

- 1. complete an incident report; and
- 2. participate in the management review of the incident to identify potential procedural changes or improvements.

17. Public Health alert

The most senior manager present (incident controller) must:

- a. ensure that basic hygiene measures are in place;
- b. provide convenient access to soap and water;
- c. provide information to staff and students about avoiding the spread of germs;

- d. monitor health alerts by the Department of Health, other department or local government and follow instructions;
- e. notify pandemic cases as required; and
- f. notify the CEO if not onsite.

Definitions

Critical Incidents are any extraordinary and unexpected circumstances that may cause a traumatic reaction. They may be sudden, overwhelming, threatening or protracted.

Examples include but are not limited to:

- illness, death or serious injury;
- threatening behaviour with a weapon or firearm;
- criminal events including assaults (physical, sexual or psychological), aggression, theft, and robbery or the threat of harm (including domestic violence, stalking, bullying and cyberbullying);
- natural disasters (such as earthquake, flood, bushfire, grass fire, cyclones, severe weather events);
- hospitalisation;
- suicide attempts;
- witnessing an event (such as a serious road accident or violent event);
- emergency evacuation (due to fire, explosion, bomb threat, hostage situation, chemical hazard or spill, gas or water leak);
- public health alert (such as pandemics and communicable diseases);
- drug or alcohol abuse and other social issues;
- missing staff or students.

Critical incidents may cause an immediate or delayed traumatic reaction such as:

- fear for own safety or that of loved ones;
- feelings of grief and loss;
- feeling sad, teary and fearful;
- feeling helpless or powerless;
- sleeping difficulties;
- fixation on the event;
- withdrawal from other people;
- concentration difficulties;
- triggering of previous trauma.

Related Policies

P-1 Risk Management Policy and Procedure
 P-8 Student Welfare and Duty of Care Policy and Procedure
 P-11 Occupational Health and Safety Policy and Procedure
 P-31 Student Safety and Security Policy
 P-35 Mandatory Reporting and Protection of Children Policy and Procedure
 P-40 Child Safe Policy & Procedure
 P-43 Privacy Policy
 P-51 Bullying and Harassment Policy and Procedure
 P-54 Excursion Policy and Procedure
 P-55 Anaphylaxis Management Policy and Procedure
 P-56 Accident and First Aid Policy and Procedure

Related Documents

D-028 Student Handbook
 D-044 Human Resources Policy and Procedure Manual
 Accident and Injuries Register
 Incident Report

Legislation

Occupational Health and Safety Act 2004 (Vic)
 Occupational Health and Safety Regulations 2017 (Vic)

Education and Training Reform Act 2006 (Vic)
Child Wellbeing and Safety Act 2005
Children, Youth and Families Act 2005 (Vic)

Mapping Information

VRQA Guidelines for Non-school Senior Secondary Education Providers: Minimum Standards
for Registration to Provide an Accredited Senior Secondary Course, Standard 3
AQTF Standard 2.1, 2.3, 2.5, 3.2