

3.12.4 CRITICAL INCIDENT MANAGEMENT

CRICOS PROVIDER CODE 01751G

INTERNATIONAL STUDENTS PROGRAM

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Tenison Woods College
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CRITICAL INCIDENT MANAGEMENT

A critical incident is any event or series of events that requires immediate action. Critical incidents are overwhelming, threatening and have the potential to cause harm, they can include:

- the death, suicide or disappearance of a student or staff member;
- the destruction of part, or the whole of our organisation's premises -eg fire;
- major vandalism;
- acts of terrorism eg bomb threat;
- a sexual assault;
- a natural or other major disaster;
- severe Occupational Safety & Health risk;
- threat of widespread infection or contamination;
- fire, bomb, explosion, gas/chemical hazards, discharge of firearms.

The Principal has the responsibility and authority to manage a critical incident and has received professional development on critical incidents. The Principal will lead other staff as necessary.

In the event of a Critical Incident the Principal will organise a response team as soon as possible. The team will then:

1. Assess the situation and apparent risks to their safety, staff safety and student safety.
2. If the risk is widespread e.g. fire, then premises should be evacuated immediately and all staff and students should assemble in a designated safe area and adhere to our evacuation procedure.
3. If an emergency service is required (ambulance, fire brigade, police) the Director of Studies or any persons acting on their behalf will contact these as soon as possible.
4. If a critical incident involves a personal injury to staff or student appropriate first aid will be rendered by a qualified staff member as required.
5. If a critical incident involves only one person e.g. sexual assault that person can approach any member of the critical incident team on a one on one basis for support.
6. When the immediate risks and any further potential risks from the critical incident have been resolved the Director of Studies will complete a Critical Incident Report.
7. The Director of Studies or any persons acting on their behalf will organise a de-briefing of the Critical Incident Team, they will evaluate response procedures and make recommendations for handling future critical incidents.
8. All people involved in any critical incident will be offered the opportunity for a de-brief session either with the Director of Studies or a nominated counselor with the requisite expertise relevant to the critical incident.

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Critical Incident Details

Details of Critical Incident:			
Date of Critical Incident:			
Cause of Critical Incident:			
Impact/effect of Critical Incident:			
Reported by:		Date:	

Action Taken

Immediate actions taken when Critical Incident occurred:
Were these actions effective in dealing with the Critical Incident:
Are there any preventative measures that can put in place to prevent another similar incident occurring?
If Yes, please give details: <input type="checkbox"/> Yes <input type="checkbox"/> No
Have all staff / students affected been offered de-briefing / counseling sessions? <input type="checkbox"/> Yes <input type="checkbox"/> No
If Yes, were these effective?

Follow Up

Are there any changes / improvements required for our Critical Incident Policy? <input type="checkbox"/> Yes <input type="checkbox"/> No
If Yes, please give details:
Do any staff require any professional development to improve their skills following this Critical Incident?
If Yes, please give details: <input type="checkbox"/> Yes <input type="checkbox"/> No

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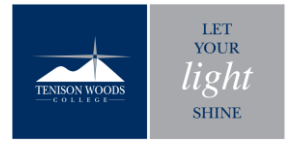
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