

CRITICAL INCIDENT

POLICY

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The Green Academy Australia

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Purpose

The Green Academy Critical Incident Policy sets out the foundation for the school and its staff to follow in dealing with any critical incidents that might arise so as to best manage and respond to the situation and adequately care for staff and students involved.

Policy

The Green Academy recognises that appropriate infrastructure must be in place to ensure the provision of all necessary support services in the event of a critical incident.

This policy and the associated procedure will ensure that The Green Academy has:

- an effective approach in responding to critical incidents as they occur;
- appropriate support and counselling services available to those affected;
- appropriate training and information resources provided to staff.

Principles

The Green Academy recognises the duty of care owed to its students and that planning for the management of a critical incident is essential.

Critical incident

A Critical Incident is defined as a traumatic event, or the threat of such, which causes extreme stress, fear, or injury.

Critical incidents are not limited to, but could include:

- Missing students;
- Severe verbal or psychological aggression;
- Death, serious injury, or any threat of these;
- Natural disaster; and
- Issues such as domestic violence, sexual assault, drug or alcohol abuse.

Non-life threatening events could still qualify as critical incidents and must be approached in an appropriate manner.

Emergency

An Emergency is defined as a situation that poses an immediate risk (and/or a situation that has already caused effect and/or has the potential to cause effect) to health, life, property, or environment.

Most Emergencies require urgent intervention. In the event of an emergency, call Emergency Services (Police/Fire/Ambulance) on '000' prior to initiating the Critical Incident Management Policy.

First aid assistance

In the event that First Aid is required (and where the incident has not been deemed Critical and/or an Emergency), staff should contact Reception during business hours in the first instance where a First Aid kit is available.

In the event that First Aid is required (and where the incident has been deemed Critical and/or an Emergency), follow the Critical Incident Management Policy.

1. The green academy critical incident management team

The Green Academy Critical Incident Management Team is responsible for the management and communication of all Critical Incidents for The Green Academy. However, this should not limit the actions of staff members in the event of an emergency where contact with a member of the Critical Incident Management Team cannot be immediately made.

At least one member of the Critical Incident Management Team should be onsite (The Green Academy premises) during business hours (Monday-Friday 08.00-17.00). However in the event, they are not contactable, staff members should call another member of the Critical Incident Management Team. The Critical Incident Management Team is on call 24hrs/7 days.

Critical incident management team contact information

Title	Name	Contact Number
The Green Academy	Reception	0730 129 812 0493 249 180
General Manager	Tania Green	0420 654 113
Director of Studies	Galina Kashko	0481 574 414
Emergency Services	Police/Fire/Ambulance	000

In the event of an emergency, do not delay – call Emergency Services immediately

2. Critical incident management team contact information

Emergency Services	Contact Number
Emergency Services (Police/Fire/Ambulance)	000
National Security Hotline	1800 123 400
Police (Brisbane City, Mary st)	(07) 3258 2589
Police (Watch House Brisbane)	(07) 3364 6665

Police (Roma Street Police station)	13 14 44
Other Services	Contact Number
Department of Immigration and Border Protection (DIBP)	13 18 81
Lifeline (Free counseling service)	13 11 14
Medibank Private – Overseas Student Health Cover (OSHC)	Overseas Student 134 148 Working Holiday 134 190

3. Student communication (responding to a critical incident)

A student of The Green Academy may inadvertently be involved in (either directly or indirectly) a Critical Incident.

All staff should be familiar with The Green Academy Critical Incident Management Policy and be ready to respond to students in the event of an incident.

Students will be advised via The Green Academy Student Handbook (provided to students on their first day) and during the student orientation process about important information in the event of an incident including Emergency Contact Information.

4. Staff communication (responding to a critical incident)

Staff members of The Green Academy may inadvertently be involved in and/or be one of the first people notified of a Critical Incident. By familiarising themselves with The Green Academy Critical Incident Management Policy, including the Flow Chart and Emergency Contact Numbers, all staff can work towards assisting other staff, students, and/or visitors of The Green Academy in the event of an incident.

A copy of the Critical Incident Management Policy is always available at Reception.

Critical incident – initial staff response procedures

1. The first member of staff notified of a Critical Incident are to assess the situation and consider any apparent risks to their own safety and the safety of others. Provided there is no threat to personal safety, the staff member will take steps to minimise further damage or injury which may involve the assistance of willing bystanders.
2. Where the staff member considers a critical incident to be apparent or likely, they must alert a member of the Critical Incident Management Team and/or the Emergency Services in the event of an emergency.

3. Communication in this instance is to be undertaken immediately and must involve direct dialogue – do not leave voice messages, text messages, and/or emails.
4. The Critical Incident is to be reported to the General Manager as soon as possible.

Critical incident – critical incident management team procedures

1. Once a Critical Incident is reported to a Critical Incident Management Team member, they will then assume the responsibility (or when not possible, delegate to a responsible staff member) for reassessing the incident and manage any matters requiring immediate action:
 - a. Contacting other staff and/or emergency service providers;
 - b. Establishing clear lines of communication with relevant persons;
 - c. Informing the General Manager.
2. As soon as practical, the Critical Incident Management Team will review the incident, set priorities, allocate tasks/responsibilities, and coordinate an immediate response including communications (to staff, students, and stakeholders of those involved in the incident).

Media enquiries (following critical incident)

In most instances, The Green Academy prefers not to issue a press release in relation to a Critical Incident. All staff advised not to communicate any Critical Incident matters to the media and to refer any media inquiries directly to the General Manager.

Critical incident recovery timeline

The successful management and recovery from a Critical Incident depends on all staff involved and/or aware of the incident taking appropriate action and providing support during and after the incident. Though no two Critical Incidents are the same, below is a general guideline.

Immediately (and within 24 hours):

- Ensure the safety and welfare of staff and students and arrange for first-aid if necessary;
- Where possible notify the time and place of the debriefing to all relevant persons;
- Set up a recovery room;
- Gather the facts relating to the incident including persons/witnesses involved;
- Keep staff, students, and/or stakeholders informed.

Within 48-72 hours:

- Arrange counseling as needed;
- Provide opportunities for staff and/or students to talk about the incident; ·
Provide support to staff and helpers;
- Restore normal functioning as soon as possible;
- Keep stakeholders informed.

Within the first month:

- Arrange a memorial service, if appropriate;
- Encourage all stakeholders to participate in meeting to discuss students' welfare;
- Identify behavioral changes and the possibility of posttraumatic stress disorder and refer to Health Contacts for Mental Health Services;
- Monitor progress of hospitalised staff or students;
- Monitor mental and physical health of all helpers;
- Debrief all relevant persons.

In the longer term:

- Monitor staff and students for signs of delayed stress and the onset of posttraumatic stress disorder – refer for specialised treatment;
- Provide support if needed;
- Plan for and be sensitive to anniversaries, inquests, and legal proceedings; ·
Access specialist support if needed.

5. Critical incidents procedures

Though no two incidents are the same, and it is almost impossible to anticipate every potential Critical Incident possible, the Critical Incidents Procedures listed below are designed to provide guidance to staff members in dealing with the more common Critical Incidents that may be encountered by staff, students, and visitors of The Green Academy.

Whenever responding to a Critical Incident, staff should always ensure that their own safety and the safety of others is not compromised in responding to an incident.

The green academy campus evacuation

In the event of a fire, gas leak, bomb threat, building damage, and/or other hazards, it may be necessary for the total evacuation of staff, students, and visitors from the campus.

If a staff member or student notices an event that may necessitate the evacuation of the campus, they should:

1. Immediately report the event to a member of the Critical Incident Management Team;
2. The staff member should ensure that other individuals are removed from the area;
3. The Critical Incident Management Team member will assess the severity of the incident to determine whether or not Emergency Services (Police/Ambulance/Fire) should be notified, and whether a campus evacuation should be initiated;
4. If an evacuation is ordered, and/or the evacuation alert sound (whoop, whoop, whoop), all staff should assist the evacuation of the campus in an orderly manner using both the west/east side fire exits and proceed to the assembly area designated to await further instructions;
5. The Critical Incident Management Team member will be available to liaise with Emergency Services upon their arrival to assist as requested;
6. No one is to re-enter the campus until approved to do so by the Emergency Services and/or the Critical Incident Management Team.

Fire

The campus has an Emergency Warning System (EWS) Panel which is activated by the Fire Indicator Panel should a Smoke Detector or Sprinkler head activate.

If a staff member or student notices a fire and/or smoke they should:

1. Assess whether or not the matter requires urgent intervention. If so, Emergency Services (Fire) should be called immediately as well as a member of the Critical Incident Management Team;
The caller should provide:
 - a. Location.
 - b. Nature of emergency.
 - c. Their name.
 - d. Have someone meet the Emergency Services where possible.
2. The Critical Incident Management Team will initiate assistance as required and await a response from Emergency Services, and determine whether a campus evacuation should be initiated;
3. If an evacuation is ordered, and/or the evacuation alert sounds (whoop, whoop, whoop), all staff should assist the evacuation of the campus in an orderly manner using fire exits and proceed to the assembly area At Queen St at the Fountain, by McDonalds to await further instructions;
4. The Critical Incident Management Team member will be available to liaise with Emergency Services upon their arrival to assist as requested;
5. No one is to re-enter the campus until approved to do so by the Emergency Services and/or the Critical Incident Management Team.

Bomb threat

A bomb threat claim could be received in a number of ways including but not limited to a phone call, letter, graffiti, and/or in person. All bomb threats (and those that threaten the welfare of the staff, students, and visitors should be taken seriously.

If a staff member or student receives a threat notice they should:

1. If receiving the threat by phone call, collect as much information about the threat as possible including:
 - a. Keep the caller on the phone as long as possible and record the caller's comments word by word;
 - b. Listen carefully for background noises, speech mannerisms, accent, etc. which might give a clue to the age, sex, and location of the caller;
 - c. Try to ascertain the whereabouts, timing, and type of threat.
2. Immediately report the threat to a member of the Critical Incident Management Team (including the information noted);
3. The Critical Incident Management Team member will assess the severity of the incident to determine whether or not Emergency Services (Police/Ambulance/Fire) should be notified, and whether a campus evacuation should be initiated;
4. If an evacuation is ordered, and/or the evacuation alert sounds (whoop, whoop, whoop), all staff should assist the evacuation of the campus in an orderly manner using both the fire exist and proceed to the assembly area designated to await further instructions;
5. All staff, students, and visitors should be advised to take all personal belongings but not to touch anything that does not belong to them;
6. The Critical Incident Management Team member will be available to liaise with Emergency Services upon their arrival to assist as requested;
7. No one is to re-enter the campus until approved to do so by the Emergency Services and/or the Critical Incident Management Team.

Intruder

With over 100 students, staff, and visitors who frequent the premises on any given day, staff should always be vigilant and aware of any unfamiliar person on campus.

If a staff member or student notices an intruder (or someone acting suspiciously), they should:

1. Immediately report the intruder to a member of the Reception or Critical Incident Management Team (including the intruders' whereabouts on the campus, clothing, activities, and whether there is any potential direct threat to persons and/or property);
2. The Critical Incident Management Team member will assess the severity of the incident to determine whether or not Emergency Services (Police) should be notified, and how/if the intruder should be removed from the campus.

Medical emergencies

In the event of a medical emergency, staff must take every reasonable action to ensure that the affected individual is properly cared for.

If a staff member or student notices an individual with a medical emergency, they should:

1. Assess whether or not the matter requires urgent intervention. If so, Emergency Services (Ambulance) should be called immediately as well as a member of the Critical Incident Management Team;

The caller should provide:

- a. Location.
 - b. Nature of emergency.
 - c. Their name.
 - d. Have someone meet the Emergency Services where possible.
2. The Critical Incident Management Team will initiate assistance as required and await a response from Emergency Services;
 3. Whilst waiting for the arrival of Emergency Services, staff should take initial care of a person by administering the following basic first aid:
 - a. Maintaining a clear airway;
 - b. Check breathing and circulation;
 - c. Remain with the affected individual until help arrives.

Personal safety issues

Though Australia is a comparatively safe place to live and has relatively low crime rates, individuals must still take precautionary measures to safeguard their health and wellbeing.

Personal safety issues may include but are not limited to muggings, theft, sexual harassment, sexual assault, assault, and/or threats.

If a staff member or student notices an individual with a personal safety issue, they should:

2. Assess whether or not the matter requires urgent intervention. If so, Emergency Services (Police and/or the Ambulance) should be called immediately as well as a member of the Critical Incident Management Team.
3. The Critical Incident Management Team will initiate assistance as required and await a response from Emergency Services.
4. Whilst waiting for the arrival of Emergency Services, staff should take initial care of a person.
5. Depending on the nature of the personal safety issue, further support and counseling may need to be applied.

Missing persons

If a staff member or student identifies an individual as missing or lost, they should:

1. Determine that the individual is indeed missing or lost.

2. Compile as much information as possible about the individual (name, possible location, physical description, when they were last seen, any friends or other contact persons who may be able to verify, etc).
3. Notify a member of the Critical Management Team (with this information) who will then make a decision on contacting the Police.
4. The Critical Management Team should then take steps to contact the family of the individual.

Death

The death of an individual is always distressing for family, friends, and those associated. This can be further compounded if the death occurs in a foreign country (like most students at The Green Academy) which can involve complications such as organising the funeral, repatriation, and other administrative arrangements and formalities.

If a staff member or student identifies an individual as deceased, they should:

1. Determine that the individual is indeed deceased (and not in need of emergency medical treatment).
2. Assess whether or not the matter requires urgent intervention. If so, Emergency Services (Police and/or the Ambulance) should be called immediately as well as a member of the Critical Incident Management Team.
3. The area should be made secure to reduce disturbance to the scene and to reduce possible contact of the deceased with other individuals.
4. The Critical Incident Management Team will initiate assistance as required and await a response from Emergency Services.
5. The Critical Incident Management Team will initiate contact with the individual's family (or next of kin), and work with relevant Government and private officials.
6. The General Manager will release communications to staff, and students of The Green Academy and advise them of counseling and support services available.

Primary assembly area diagram

The primary assembly area for The Green Academy (Level 3, 115 Queen Street, Brisbane city, Qld 4000) is on the corner of Queen Street and Albert Street, by the Fountain. Staff, students, and visitors should make their way to the assembly site in an orderly, and calm manner to await further instructions.

Critical incident management flow chart (steps to take in the event of an incident)

The Critical Incident Management Flow Chart (in conjunction with the Critical Incident Management Policy) provides an outline of the actions required by staff members in the event of an incident.

Though no two incidents are the same, the flow chart provides general guidance on responding to an incident.

<p>INITIAL RESPONSE INSTIGATE</p> <p>IS THE SITUATION AN EMERGENCY?</p> <p>CALL EMERGENCY SERVICES IMMEDIATELY</p> <p>CALL CRITICAL INCIDENT MANAGEMENT TEAM</p> <p>CRITICAL INCIDENT MANAGEMENT TEAM ASSESS INCIDENT</p>	<p>ESCALATE MANAGE</p> <p>IS THE SITUATION AN EMERGENCY?</p> <p>CALL EMERGENCY SERVICES IMMEDIATELY</p> <p>IS THE INCIDENT DEEMED TO BE A CRITICAL INCIDENT?</p> <p>CONFIRMED AS CRITICAL INCIDENT (MANAGE AS CRITICAL INCIDENT)</p> <p>REJECTED AS CRITICAL INCIDENT (REPORT AND COMMUNICATE)</p> <p>EVALUATE INCIDENT, INCIDENT RESPONSE, AND REPORT</p>	<p>EMERGENCY CONTACT NUMBERS</p> <p>EMERGENCY SERVICES Police/Fire/Ambulance – 000</p> <p>CRITICAL INCIDENT MANAGEMENT TEAM</p> <p>The Green Academy Reception 0730 129 812 0493 249 180</p> <p>General Manager Tania Green – 0420 654 113</p> <p>Director of Studies Galina Kashko – 0481 574 414</p>
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