Kin Kora State School

Critical Incident Policy
2012
INTRODUCTION

EDUCATION QUEENSLAND
OCCUPATIONAL HEALTH AND SAFETY POLICY STATEMENT

Education Queensland is committed to providing and maintaining safe and healthy working and learning environments that will contribute to the well-being of all employees, students and other users of Education Queensland Facilities.

The minimum occupational health and safety standards to be achieved are those specified in the relevant legislation, standards, codes of practice, and policies adopted by Education Queensland.

Management of occupational health and safety is an integral and important part of overall management responsibilities and applies to all areas of operation within the department. Consultation and participation with staff and others on health and safety issues will be promoted.

Employees of the department and all members of the school community are encouraged to participate in the development of the department's health and safety program and to support management efforts by following safe work procedures.

Kin Kora State School is committed to providing and maintaining safe and healthy working and learning environments that will contribute to the well-being of all employees, students and other users of this Education Queensland Facility.

The health and safety procedures in place at the school (and at other venues attended by students) are designed to comply with the relevant legislation, standards, codes of practice, and policies adopted by Education Queensland.

This Policy Document describes the implementation of these standards in our specific environment. It is informed by previous experience and discussion of incidents reported elsewhere. It will be updated when necessary, following discussion with staff and parents.

A copy of the document is available to all staff members via 1 Portal and all families via the Kin Kora State School website. When updates occur, these documents are amended online.

Kin Kora State School Workplace Health and Safety Audit Committee, consisting of the Principal, Facilities Officer, Cleaner and Parent Representative, carry out a site audit each Semester. The Principal is responsible for addressing any concerns as soon as they arise. P&C meetings will fill the other roles of WHS committees/representative by discussing safety issues and recommending policy revision.

Principal / / P&C President / /
IMPORTANT NUMBERS

Emergency Management & Response Unit (EMRU)
Telephone: (07) 3237 0954 or (07) 3237 4969
Email: emru@deta.qld.gov.au

District Office 49713600
Principal 49715122
Police, Ambulance, Fire Brigade 000
State Emergency Services 13 25 00
Life Line 131 114

Key Information

Quick-reference guides for Critical Incidents are available on OnePortal to assist principals prepare ‘Emergency Management and Response’ to any critical incident that may occur in the school.

These guides are very specific and detailed. The most up to date EQ information can be access via the above link.
GENERAL CONSIDERATIONS

POLICY RATIONALE

This is a working document, with changes implemented whenever necessary. This may occur when

- Potential hazards are noticed,
- Incidents occur at school, or
- Details of occurrences elsewhere are relevant to our situation.

EMERGENCY RESPONSE

The first duty of the Principal in an emergency is

- to ensure student safety so it is essential that this override all other considerations

Consider

- Moving students to a place of safety before any attempt is made to deal with emergencies;
- Having a competent adult stay with students to reassure them;
- Adults on site may be expected to evacuate themselves or behave appropriately when the Principal is occupied with student safety.

PERSONS IN CHARGE

In this document “Principal” means the Principal or the person acting in the position. If the Principal is not present the Deputy Principal or the teacher in charge should deal with the emergency and remain in charge until the Principal can be contacted and return to take over. If the incident harms or isolates the teacher, this role may need to be filled by other staff or even a community member who should, as soon as possible, contact District Office to request assistance.

The Principal should be aware of all relevant information contained in the documents listed below.
RELATED DOCUMENTS

Documents which are integral to this policy are listed in the table on the following page.

Other documents which inform this policy are stored in the office (Code Yellow – School Policies) and listed below. (Note that extracts from Education Procedures and Policy Register (EPPR) are filed for ease of access but the latest version should be downloaded to check details have not changed.)

EPPR: Occupational Health and Safety
EPPR HS-10: Workplace Health and Safety – Curriculum - Core Module
EPPR HS-08 - Accidents and Incidents - Reporting and Investigation
Occupational Health and Safety & Occupational Rehabilitation TOOL KITS
Emergency Disaster Planning for Principals – National Disasters Organisation - 1992
Traumatic Incidents Affecting Schools – Guidance & Counselling Services, Dept of Education, Qld – 1990
QLD Fire Prevention Handbook – Fire Fighters Union
EPPR HS-14: First Aid

WHS Policy
Example Appendix – Specific Incidents – unknown source
Dealing with death and Suicide – Guidance & Counselling Service, Dept of Ed, Qld. 1991
National Standards for Outside School Hours Care – Community Services Ministers’ Conference 1995
Implementation of National Standards for Outside School Hours Care – Dept FYCC 1997
Risk Management presentation – unknown source

Student Health
Policy on Childhood Immunisation in Queensland – Queensland Health – 1994
Vaccination Schedules – Qld Health – 2000
Asthma Management leaflets – Asthma Management in Schools – 1996
Chicken Pox leaflets – SmithKline Beecham – 2001
Dengue Fever leaflet – Qld Health (follow up to school visit) - 2001
Let’s work together to beat Measles in your school – Immunise Australia 1998
Epilepsy in Education, a Manual for Teachers – National Epilepsy Ass – 1993
Head Lice in Primary Schools Kit – Qld Health/Ed Qld – 2001
EPPRS HS-19 – Guidelines for the Control of Head Lice in Schools
SANDS – Stillbirth & Neonatal Death Support leaflets – 2000
Otitis Media information – ATSI Ed Support Centre – 1997
Otitis Media leaflets - 2001
Queensland Families – regular magazine, and fact sheets which have been distributed to parents.
Grief – Insights and Management Procedures for Schools – Graham King
Domestic Violence Information Kit – Daily Mercury
The SAVVY Schools Kit – Support for Students affected by Violence – Ed Qld 2000

Drug Education
EPPRS CS-10
Local School Community Drug Summit Support Materials- DETYA – 2001
Caring for the kids in our community – Drug Education Package – DETYA - 2000
The Creating Healthier Workplaces Website located within the Human Resources web page. This site contains electronic copies of fact sheets, checklists, hazard alerts, the Occupational Health and Safety Tool Kit, etc...The Creating Healthier Workplaces On-line Discussion List. Members can email enquiries to the list and receive specialist responses from the Occupational Health and Safety Team, as well as ideas from other schools. To join the list, email michelle.brandon@qed.qld.gov.au for the procedure.
**CENTRAL QUEENSLAND REGION**

**ALL MEDIA CONTACT FLOWCHART**

*Updated Term 1 2012*

**If media contacts school regarding a story**

**Potential media involvement but not yet involved**

**PRINCIPAL/DELEGATE approaches MEDIA to:**
1. Find out who they are and the reason for filming.
2. Remind them:  
   a. They should not enter school grounds  
   b. Filming should not enable identification of individual students, without parental/caregiver permission.
3. Provide them with the **24 Hour Media Hotline**:  
   3237 1367.
4. If permission has not been granted, make sure no filming of staff / staff comments are recorded.

**PRINCIPAL/DELEGATE:**
1. First find out who they are, what they are asking for and when their deadline is.
2. Tell them that someone will get back to them as soon as possible OR inform them that the department’s media unit will be able to help them  
   - Provide them with the **24 Hour Media Hotline**:  
     3237 1367.

**School informs PAES/PARS**

**2. PAES/PARS contacts CCM and informs RD**

Depending on the request, the PAES/PARS/RD will contact either the office of the ADG Education Queensland for approval and/or the Department’s Media Unit, which can then provide support for the school in managing the media enquiry.

**Requests for Interview:** If a journalist wishes to interview a principal, approval for this needs to be sought using the process above. Every effort will be made to secure a timely response.

**Good News Stories initiated by the school**

1. Those stories that fill ‘School Item Pages’  
   E.g. celebrations, fetes etc. can be forwarded in written form directly to newspapers.
2. Where good news stories are to be featured in any other section of Newspaper or on Radio / TV, notification to Regional Office is required. Email specific details of the media request to:  
   **PAES/PARS**  
   They will discuss with RD (if appropriate) to determine process to be followed with ADG, EQ.

**NOTE:**
1. Parental/caregiver permission is required for any child photographed/filmed. If coverage is outside of school community parameters, specific approval from parents/carers may be required.
2. When seeking approval, advise of current or potential contentious/hot issues for your school which may require close management should media request be approved.
3. If ‘Good News Story’ involves issues of Policy e.g. Homework, SmartChoices, seek advice.
## PRE-INCIDENT PLANNING & WHS PROCEDURES

### COLLATE AND DISSEMINATE INFORMATION

<table>
<thead>
<tr>
<th>DOCUMENT</th>
<th>INFORMATION CONTAINED</th>
<th>CIRCULATION / DISPLAY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Enrolment Form</td>
<td>home and emergency phone numbers</td>
<td>student file</td>
</tr>
<tr>
<td>Student Medical Form</td>
<td>details of current conditions and allergies</td>
<td>individual parent handbook</td>
</tr>
<tr>
<td>Student Transport Form</td>
<td>details of who can collect students and who must NOT have access</td>
<td>as list – in office</td>
</tr>
<tr>
<td></td>
<td></td>
<td>as list – offsite with Principal</td>
</tr>
<tr>
<td>Student Internet Permission Form</td>
<td>agreement to conditions for internet access</td>
<td>student file</td>
</tr>
<tr>
<td></td>
<td></td>
<td>individual parent handbook</td>
</tr>
<tr>
<td>Contact numbers</td>
<td>contacts for staff, District Office, nearby schools, local police/ambulance/rural fire brigade</td>
<td>Displayed next to office phone</td>
</tr>
<tr>
<td>Evacuation procedures</td>
<td>Details of procedure, signatures of those familiar with the document and dates of practices</td>
<td>parent handbooks</td>
</tr>
<tr>
<td></td>
<td></td>
<td>signed copy – evacuation file in DP’s office</td>
</tr>
<tr>
<td>Evacuation notice</td>
<td>Site plan showing nearest exit</td>
<td>displayed in office, classrooms and specialist rooms</td>
</tr>
<tr>
<td>Visitors Register</td>
<td>Signatures of visitors</td>
<td>book near front door</td>
</tr>
<tr>
<td>Bomb Threat Reporting Form</td>
<td>Space to record details of call</td>
<td>on wall near phone</td>
</tr>
<tr>
<td>Material Safety Data Sheets (MSDS)</td>
<td>Details of potentially hazardous substances</td>
<td>cleaners file in office</td>
</tr>
<tr>
<td></td>
<td></td>
<td>file in cleaner’s shed</td>
</tr>
<tr>
<td>Hazardous substances register</td>
<td>Lists of potentially hazardous substances kept on site</td>
<td>On site</td>
</tr>
<tr>
<td>Asset maintenance list</td>
<td>Details of equipment safety checks</td>
<td>On File</td>
</tr>
<tr>
<td>Risk Assessments</td>
<td>Details of risk management in advance of a specific activity</td>
<td>On File (see also EPPR HS-10)</td>
</tr>
<tr>
<td>Variation to School Routine Details</td>
<td>Details of variation approved by Principal</td>
<td>On File (see also EPPR SM-02)</td>
</tr>
<tr>
<td>Minimum requirements for first aid kit</td>
<td>Extract from EPPR HS-14 First Aid Policy</td>
<td>In first aid kits</td>
</tr>
<tr>
<td>Accident Report Form</td>
<td>Formal details required in the event of serious events</td>
<td>On File (see also EPPR HS-08)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>My HR reporting</td>
</tr>
<tr>
<td>Incident Report Form</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Asbestos Program</td>
<td>Details for contractors working on site</td>
<td>Separate file in office available to all contractors</td>
</tr>
<tr>
<td>PPSS Infection Control Policy</td>
<td>Policy to minimise spread of infectious diseases</td>
<td>School Policies - STUDENT HEALTH folders and signage</td>
</tr>
<tr>
<td>Time Out</td>
<td>Table of recommended exclusion times for sufferers and contacts</td>
<td>with Student Health Policy in Parent Handbook</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Office and First Aid room walls</td>
</tr>
<tr>
<td>Sunsmart Policy</td>
<td>PPSS policy endorsed by the Cancer Council</td>
<td>School Policies – SUNSMART – with Student Health Policy</td>
</tr>
</tbody>
</table>
INFORM AND TRAIN PERSONNEL

Staff
- Induct new staff in details of this policy
- Discuss and practice roles each may be required to play in an emergency
- Ensure training is up-to-date (e.g., First Aid Certificate/Child Protection Policy)
- Encourage awareness and discussion of potential hazards

Students
- Explain and enforce rules which relate to safety
- Discuss incidents as they occur and encourage reporting of potential hazards
- Practice evacuation and other emergency procedures

Community
- Place this file on the school website.
- Emphasise the need to maintain up to date student details.
- Make appendices to the report available at P&C meetings or on request.
- Involve frequent visitors in discussion and emergency procedures.
- Explain the reasons (exacerbating the situation/upsetting friends and relatives) why information concerning an incident should be obtained from the Principal only, and request their cooperation, especially in not communicating with media representatives.

INSTITUTE AND PRACTISE PROCEDURES

Building evacuation
- Follow the procedures outlined in the Emergency Evacuation Procedure

Excursion procedures
- Practise modified/additional procedures
- Ensure sufficient staff/helpers are available to watch students carefully at all times (including toilet visits)
- Ensure students understand their responsibility to stay within sight at all times.
- If individual student behaviour is cause for concern, negotiate with carers for special assistance.

Site safety
- Conduct regular site inspections by Audit Committee, write up minutes and conduct follow up procedures.
- Maintain clear view of play areas by trimming trees and considered siting of new structures.
- Reduce hazards of fire by removal of/trimming of trees and regular inspection of gutters.
- IT protection – make backup tapes from admin computer.
IMMEDIATE ACTION

- Ensure safety of students
- Administer First Aid as required
- Ensure safety of adults on premises
- Contact appropriate Emergency Services
- Delegate duties between adults present.
- If necessary, contact another adult to come to the school to assist.

IMMEDIATE FOLLOW UP ACTIVITIES
(When danger has been controlled)

- Inform District Office
- Arrange collection of students (Inform parents if normal routes cannot be used)
- Provide safe place for staff and students on site to wait until they can be taken home
- Inform parents
- Request presence of Guidance Officers and other assistance as and when required
- Gather and isolate witnesses
- Arrange suitable time for interviewing witnesses
- Record information (write/tape record/photograph)

OTHER NECESSARY PROCEDURES

- Provide accurate, official (preferably written) information to staff and other members of the community as necessary
- Consult with Guidance Officer to set up appropriate debriefing and support procedures for all concerned
- Ensure support systems are in place including monitoring of stress levels
- Organise after hours contact for further support if required
- Respond to media in consultation with District Office and as defined in CQ Media Flowchart
- Complete legally required forms (accident reports etc)
- Arrange any necessary alterations to normal timetable
- Arrange commemorative event if applicable
- Arrange representatives to resulting events such as hospital visits/funerals
- Make changes to procedures if indicated by outcomes of the incident
- If IT records destroyed obtain backup computer and reload admin information

RETURN TO NORMAL PROCEDURE

- Create positive emotional school climate
- Identify and refer adults and children at risk (including self)
- Keep support networks functional
- Manage communication requests and provide official, accurate updated information
- Be aware of anniversaries and their emotional consequences.
SPECIFIC INCIDENTS AND PROCEDURES

BOMB THREAT
- Complete the call details form
- DO NOT HANG UP - Use fax line to contact emergency services and request CALL TRACE
- Evacuate the school if appropriate after checking for suspicious objects on exit route

BREAK AND ENTER
- Do not disturb the area but try to minimise disruption to students’ learning
- Contact local police, the Principal and District Office
- Consult BEMIR/Asbestos Register
- Complete forms for Resource Replacement and Illegal Entry Advice as appropriate
- Initiate repairs when police are finished with the site

FIRE IN SCHOOL BUILDING
(See Evacuation and Lockdown Procedure)
- Evacuate as practised
- Send students home if school is unstable or they are distressed. This must be through the direction of the Principal and in consultation with Regional Director.
- Consults BEMIR/Asbestos Register

HAZARDOUS SUBSTANCES – SMOKE, CHEMICAL SPRAY, SPILLAGE ON HIGHWAY
(See Evacuation and Lockdown Procedure)
- Protect students by evacuation or enclosing them in building as appropriate
- Send students home if school is unusable or they are distressed. (Notify parents if normal routes are blocked). This must be through the direction of the Principal and in consultation with Regional Director.

NATURAL DISASTERS - BUSH FIRE, FLOOD, CYCLONE, EARTH TREMOR
- Maintain grounds and buildings to minimise danger
- If adequate warning, parents should keep students at home or collect them if safe to travel
- Follow officially recommended procedures for these emergencies

SEIGE OR HOSTAGE SITUATION
- Be aware of potential threats reported by parents
- Note (preferably in writing) as many details as possible of people/vehicles/weapons/position for reporting to police.

SUICIDE/DEATH
- Be aware of risk factors and early warning signs (see Student Protection Policy)
- Ensure official information is only released after persons most closely affected have been counselled.
- Obtain professional counselling from Guidance Officer or other qualified personnel.

SNAKE
- Alert presence of snake
- Remove all staff and students
- Contact Qld Parks and Wildlife 1300 130 272
- Call Ambulance for all snake bites (000)
## Kin Kora State School

### Evacuation and Lockdown Procedures 2012

When there is a school emergency, depending on the incident, either a lockdown or a full school/site evacuation will be enacted.

<table>
<thead>
<tr>
<th>Lockdown</th>
<th>Evacuation</th>
</tr>
</thead>
<tbody>
<tr>
<td>All personnel remain indoors and all external doors and windows are closed and locked</td>
<td>All personnel leave buildings and assemble in the designated evacuation area.</td>
</tr>
</tbody>
</table>

#### Signal:
- **Lockdown**: ‘Lockdown, lockdown, lockdown’ will be spoken repeatedly over the intercom, walkie-talkies and megaphone.
- **Evacuation**: Continuous ringing of electric or hand held bell. “Evacuate, Evacuate” will be repeated through the telephone intercom.

#### Assembly Point:
- **Class time - Children remain in own classroom.**
- **Class time - If teacher and class are in a classroom other than their own, they are to remain in that classroom and inform the office of their whereabouts via the intercom.**
- **Break time – Children move to own classroom (or as directed by staff).**
- **Doors are to be locked.**

#### Assembly Point: School oval.
- **Classes assemble on the oval from Yr 7 at the southern (basketball courts) end to Preschool at the northern end (play equipment).**
- **All other personnel/visitors assemble at Shelter Shed 1.**
- **If oval is hazardous, admin will redirect to a safer area.**

#### Class Rolls:
- **Call each child’s name to ensure they are present.**
- **Intercom office**
  - Year P - 3 Ext 120 (AO)
  - Year 4-7 Ext 140 (AO)
  - Support / specialiat Staff – Ext 155 (BSM)
  
  and advise “5D is all accounted for” or “5D – reporting that child is missing Name:-----.”
- **Support staff to inform class teachers of names of children in their care.**

#### CHILDREN NOT IN CLASSROOMS SHOULD RETURN TO CLASSROOMS IMMEDIATELY.

#### DO NOT RETURN TO CLASS UNTIL DIRECTED TO DO SO.

**All Staff: Turn Walkie Talkies on for use in emergencies only**

( and to be advised of “All Clear”)
BOMB THREAT – Call Details.

The person taking the call is to not hang up – even when the call is completed, keep the line open.

The person receiving the call is to use delaying tactics with the caller by asking the following questions:

1. When is the bomb going to explode?
   (i) Any impediment
   (ii) Voice (loud, soft, etc)
   (iii) Speech (fast, slow, etc)
   (v) Diction (clear, muffled)
   (vi) Manner (calm, emotional, etc)
   (vii) Did you recognise the voice
   (viii) If so, who do you think it was?
   (ix) Was the caller familiar with the area?

2. Where did you put the bomb?

3. When did you put it there?

4. What does the bomb look like?

5. What kind of bomb is it?
   (i) Well spoken
   (ii) Incoherent
   (iii) Irrational
   (iv) Taped
   (v) Message read by caller
   (vi) Abusive
   (vii) Other

6. What will make the bomb explode?

7. Did you place the bomb?

8. Why did you place the bomb?

9. What is your name?

10. Where are you?

11. What is your address?

The staff member should write down these answers as well as the exact wording of the threat. The staff member should also note the following descriptions of the caller:

1. Caller's Voice – specify
   (i) Accent

2. Threat Language

3. Background Noises
   (i) Street/house noises
   (ii) Aircraft
   (iii) Voices
   (iv) Music
   (v) Machinery
   (vi) Other
   (vii) STD beeps heard or local call?

4. Gender of caller
   (i) Male/female?
   (ii) Estimated age?

5. Other Details of call
   (i) Date/time of call
   (ii) Duration of call
   (iii) Telephone number of line called

6. Details of Recipient