SYNOPSIS OF CRITICAL INCIDENT MANAGEMENT PROCEDURE (CIMP)

(Procedure available for all staff on Compass)

PURPOSE:

Is to provide a framework within which Diocese of Toowoomba Catholic Schools (TCS) can manage a critical incident.

To safe guard operations and protect reputation

SCOPE:

- Gives Clear guidance for the assessment of an event;
- The Call-out procedures;
- Management actions in bring even to resolution;
- Provides management with a set of checklists and tools;
  - Maximise Discharge Duty of Care
  - Minimise negative legal, industrial, media ramifications
  - Optimise site/school capacity to recover from trauma
  - Co-ordinate TCS resources

Catholic Schools Office

We need to concern ourselves with setting up the School Incident Management Team.

**SEO:SIS:** Senior Education Officer: School Improvement Services

**SIMT:** School Incident Management Team

A School Incident Management Team (SIMT) may be activated without the requirement for the CIMP to be activated. This will be determined by the Executive Director: Catholic Schools in consultation with the Principal.
**SIMT Leader:** Principal or Their Delegate or most senior person on site.
- Responsible for management and decision making of a school’s response.

**SIMT Coordinator:** Provide administrative and operational support for SMIT.
- Set up Incident Management Centre
- Keep SMIT Leader Informed of new information and changes
- Manage information, travel, accommodation, catering
- Maintain records that reflect the schools response

**SIMT Scribe:** Responsible for recording information
- Records information in the SIMT central log
- Assisting the SIMT Coordinator with the management of information

**School On Scene Coordinator:** Most senior person near the scene will assume this role.
- Would only be required for an emergency based incident at the school.
- May be required **without** activation of SIMT.

Notifications in and out of school hours to be made to the Principal. Principal to contact Executive Director.

**Three Assessment Levels:**

**Level 3 Critical Incident:** An event that causes strong emotional reactions in a small group of people within the school/office, but does not interfere with normal office or school functioning. These incidents can occur away from school.
(Less than a week impact on project completion)
Response matrix provides a guide (Appendix 3 of CIMP)

**Level 2 Critical Incident:** An event that severely affects a significant number of staff/students and may require the intervention of TCSO. These incidents can occur away from school.
(Between 1 and 2 week impact on project completion)

**Level 1 Critical Incident:** An event that necessitates intervention by community emergency service agencies and may cause the school/office to close.
(Greater than 4 Weeks impact of project completion)
Assessed against all impact areas. Impact area with highest level of consequence dictates appropriate level of response.

Principals and Directors are to scale up to highest level of response initially until a situation is clarified.

If assessed that no immediate response required by CIMT, the situation is to be monitored and reassessed if escalates. The Executive Director may place members on standby.
Activation – School

If event assessed requiring a response

Principal’s duties

Principal will direct one of the following:

- Notification of SIMT members and place them on standby for activation.
  - Members to monitor and consider potential response strategies.
- Activation of elements of the SIMT to commence specific actions to contain event.
- Activation of Full SIMT

Principal will:

- Fill the SIMT Leader Role and advise Coordinator to mobile the required SIMT members and necessary support staff.
- Principal will advise Coordinator to prepare School incident Management Centre
- Advise the Executive Director of activation.

On activation each member of SIMT must assemble as quickly as possible, if not in person by phone.

Coordinator will:

- Notify frontline staff that the team has been mobilised
- Brief staff on management of phone calls and visitors

Effort to be made for the continuity of normal day to day operations to the fullest extent possible.

Duty cards in CIMP for each person’s role.

Agenda’s, Log sheets, Status Boards layouts, checklists in CIMP

Types of incident examples:

**Level 3:** Injuries that require medical treatment only; Continued Team disharmony and dissatisfaction; Loss of key team member, Dismissal of employee for performance issue/s; Noticeable increase in turnover, burnout, absenteeism, Loss of an asset <$30,000; Vandalism and Theft; Fraud

**Level 2:** Injuries requiring hospitalisation; Multiple injuries; Extensive injuries or chronic health issues; Poor morale Noticeable increase in turnover, burnout, absenteeism across team: Dismissal of multiple employees for performance issue/s; Loss of asset >$30,000 < $50,000. OHS improvement notice issued; Issue causing unwanted investigation; Serious fraud; Serious environmental impact.

**Level 1:** Single multiple deaths or permanent disability; Person acting in threatening manner; Natural or man-made disasters that cause evacuation of school; Abduction or attempted abduction; Project failure resulting in WHS incident; Project poor morale being unable to meet outcomes/outputs: High turnover, burnout, absenteeism across project; Loss of a number of key staff across a project; Confirmed direct threat; Dismissal of employee/s for misconduct that includes involvement of external parties; Loss of asset >$50,000; High level security incidents identified such as injury, death by misadventure, terrorist action, High Level Fraud, Considered neglect; Severe irreversible environmental impact.