

CRITICAL INCIDENT PROCEDURE

Glenroy Neighbourhood Learning Centre promotes an environment of genuine concern for Students, Staff and community members' safety. We aim to ensure the safety of Staff, Students, GNLC Users, visitors and the wider community in the event of an Emergency or Critical Incident occurring.

Staff should use this procedure in conjunction with the **Emergency Management Plan** in the event of an Emergency or Critical Incident occurring.

Part A: Definitions

Critical Incident: Is an unexpected, traumatic event, involving personal or professional threat, which is likely to cause extreme physical and/or emotional distress, fear or injury. Providing appropriate support during and after a critical incident is part of the **Emergency Management Plan**.

Critical incidents that may occur include:

- hostage or terrorist situation
- fatality or serious injury
- murder or suicide
- earthquake
- bomb threat

Critical Incident Team The group of Glenroy Neighbourhood Learning Centre staff responsible for the strategic management of critical incidents. The Critical Incident Team comprise of:

- Manager
- First aid Representative
- O H & S representative
- Fire Warden

An **Emergency** is an unplanned or imminent event that affects or threatens the health, safety or welfare of people, property and infrastructure, and which requires a significant and coordinated response. The defining characteristic of an emergency event or situation is that usual resources are overwhelmed or have the potential to be overwhelmed. Emergency situations that may occur include:

- fire
- gas or water leak
- vehicle and other accidents
- chemical, radiation or biological spill
- storm
- civil disorder or illegal occupancy
- physical (including sexual) assaults
- Hold up or attempted robbery

Traumatic Event: A traumatic event includes those listed in Critical Incidents and Emergency situations, and is not limited to, but, could also include:

- missing students
- a serious traffic collision
- physical / sexual assault or domestic violence
- severe verbal or psychological aggression
- serious threats of violence
- storms or natural disasters
- drug or alcohol abuse.

Part B: Actions

All members of staff will be:

- Made aware of the Emergency Management Plan and Critical Incident Protocols
- Notified of staff involved in the Critical Incident Team
- Provided with regular training and opportunities to enact emergency responses as per the **Emergency Management Plan**.

Part C: Procedure

In the event of a Critical Incident:

- Students and staff are required to notify any critical incident or emergency to the Manager or a Critical Incident Team member.
- The Critical Incident Team will consider the details and severity of the incident and determine what action needs to be taken, as set out in the **Emergency Management Plan**.
- If the incident is not severe and can be resolved with the Centre's resources, the Critical Incident Team will initiate the action to ensure the appropriate level of support is provided. A report of the incident is prepared and filed on the Shared Network Drive.
- If the incident is severe and warrants a level of support/assistance from external resources, the Critical Incident Team will initiate action to arrange that support. A list of emergency contacts is included below. Personal details may be provided to the relevant emergency service/s if the student/staff/community member involved is incapacitated and unable to provide these particulars themselves.

Follow Up Action

The Glenroy Neighbourhood Learning Centre's Critical Incident Team will:

1. Inform the Committee of Management of any Critical events and together they will seek legal advice about statutory obligations and external reporting obligations after a Critical Incident.
2. The Critical Incident Team will ensure stakeholders and regulatory bodies, including, but not limited to Victorian Registration and Qualifications Authority (VRQA), Work Safe Victoria and GNLC's Insurers are notified in a timely manner and are provided with appropriate information.
3. Monitor the condition of and provide appropriate support to the students staff, and / or community member through any period of treatment or convalescence after injury from a critical incident;
4. Ensure where appropriate, that relevant staff are kept informed of the condition of the student, staff and / or community member;
5. Coordinate the provision of any resources required during any period of treatment or convalescence;
6. Liaise with the police and other emergency services personnel;
7. Ensure that detailed records are maintained about the incident. These records are located on the Shared Network Drive.

Strategic Management

The Critical Incident Team, manages the broad organisational response, the continuity of business operations and contingencies, and the recovery and review phases.

Operational Management:

The Critical Incident Team will manage the incident scene until the arrival of Emergency Services.

Forms/Record Keeping

Records of the Critical Incident form part of the Critical Incident Plan record keeping system and are stored on the Shared Network Drive.

Review Phase

The Critical Incident Team will review and assess the cause of any Emergency or Critical Incident and, if necessary, make suggestions to CoM on how to prevent the re-occurrence of similar incidents.

The Critical Incident Team will review the Emergency Management Plan after any Emergency or Critical Incident and, if necessary, make changes as part of the continuous improvement process.

All assessments and recommendations documented by the Critical Incident Team are recoded on the OHS register, the Continuous Improvement register and forwarded to the CoM for further action.

Emergency Contacts

If you or anyone around you is immediate danger call 000	
GNLC Manager	Karen Fitzsimons 9304-3910 manager@glenlink.vic.edu.au
GNLC Committee of Management Chairperson	Susan McGregor 0414869152 susan_lee_mcgregor@hotmail.com
Facilities Manager:	Moreland City Council 8311-4310
Insurance: ANSVAR Insurance Property and Contents Business Interruptions VMIA Public and Products Liability	ANSVAR Insurance GPO Box 1655 Melb 3001 ASVAR House, Level 5, 1 Southbank Boulevard Ph: 1800 650 540 VMIA Level 10 South, 161 Collins St Melbourne 3000 Ph: 03 9270 6900
WorkSafe	12360

CGU – Work Cover Insurance	CGU Workers Compensation Vic GPO Box 2090 Melbourne 3001 1800 066 204 Email WCVICPremium@cgu.com.au
Victorian Registration and Qualifications Authority	9637 2806 vrqa@education.vic.gov.au
Emergency Services Fire Police Ambulance	000
Telephone Interpreter Service (TIS)	131 450
Electricity Provider	Powercor 13 24 12 Origin Energy 13 24 61
Gas Provider	Origin Energy Ph13 24 61
Fire Safety and Emergency Training Provider:	FES 1300 855 163
MFB Emergency Response Drill Notification line:	9662-2311
Poison Information Hotline	13 11 26
Child Protection after Hours Service	131278
Safe Steps Family Violence Response Centre	1800 015 188
Berry Street Northern and Domestic Violence Service	03 9450 4700
Aboriginal Family Violence Prevention and Legal Service	1800 105 303
Employee Assistance Program	Caraniche at Work 1800 099 444 work.caraniche.com.au
Lifeline Australia A crisis support service offering short term support at any time for people who are having difficulty coping or staying safe.	www.lifeline.org.au 13 11 14
Suicide Call Back Service	1300 659 467
Darebin Community Mental Health Centre	03 9416 6300
In Touch Multicultural Centre Against Family Violence	03 9413 6500
Kids Helpline A free, private and confidential 24/7 phone and online counselling service for young people aged 5 to 25 years.	www.kidshelpline.com.au 1800 551 800
Beyond Blue Mental health information and support for all Victorians	www.beyondblue.org.au 1300 224 636

eheadspace Online and telephone support and counselling for 12 - 25 year olds, their families and friends.	1800 650 893 https://headspace.org.au/ Headspace Glenroy office – 1800 880 218
Northern Centre Against Sexual Abuse (NCASA)	03 9496 2240 1800 806 292
Women’s legal Service	03 8622 0600 1800 133 302
DirectLine Drug and Alcohol services	1800 888 236
Merri Health	100637744
Nurse-On-Call: Nurse on Call provides immediate expert health advice from a registered nurse, 24 hours, 7 days a week.	1300 60 60 24 https://www2.health.vic.gov.au/primary-and-community-health/primary-care/nurse-on-call
Australian Government Department of Human Services (Centrelink)	https://www.servicesaustralia.gov.au/
Northern Hospital Epping	8405 8000
Royal Melbourne Hospital	9342 7009

Status	Current
Effective Date	26/6/20
Review Date	26/6/23
Responsible Body	Committee of Management
Enquiries	9304 3910