



The Corporation of the Trustees of the Roman Catholic Archdiocese of Brisbane t/a

Southern Cross Catholic College

CRICOS NO. 01401G

307 Scarborough Road, Scarborough, Queensland 4020, Australia

Critical Incident Recovery and Disaster Management Plan

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1. Introduction

For the purposes of this plan, a critical incident is defined as any event (eg. Fire, explosion, flooding, spillage) which requires evacuation of one or more buildings and the attendance of Emergency Services. It will also include any incident, which causes substantial disruption to normal business which will require mobilisation of significant internal and external resources. The purpose of this plan is to provide the necessary direction in the event of a critical incident which will provide a path to recovery and allow normal business to resume in 48 hours. The plan is also designed to ensure that action occurs to:

- Make safe areas of danger.
- Minimise further damage or destruction.
- Restore damaged property and services.
- Establish procedures for resumption of normal operations.

The College is fortunate to have multiple locations which gives flexibility to College operations.

2. Critical Incident Recovery Team

In the event of a critical incident occurring, the following members of the critical incident recovery team should be contacted:

- College Principal
- Heads of Campus
- Business Manager
- Buildings and Facilities Officer
- IT Coordinator
- Publicity & Communications Officer
- Janitor

College Principal will:

- Notifies the Area Supervisor
- Coordinate all activities and delegate tasks as necessary.
- Makes all major operational decisions.
- Consults with other team members.
- Assigns additional team members as necessary.
- Delegates tasks as appropriate.
- Contact and liaise with Brisbane Catholic Education.
- Briefs Staff

Heads of Campus will:

- Contact parents, staff and students.
- Deal with parental enquiries on a local basis.
- Keep staff members of their respective campuses informed.
- Assess situations at their campuses.
- Reports the information to the Critical Incident Team

Business Manager will:

- Contact all school officers.
- Assist the principal in coordinating activities.
- Ensure the security of non physical assets.
- Ensure the availability of cash for emergency purposes.
- Ensure the continuity of payments and receipting of funds.

Buildings and Facilities Officer will:

- Contact Emergency Services.
- Contact Catholic Church Insurances.
- Contact Local Authorities and Utility Providers.
- Contact necessary trades.
- Ensure the immediate safety of all those involved.
- Arrange for security if necessary.
- Coordinate necessary repairs in conjunction with CCI.
- Arrange for removal/relocation of necessary furniture.
- Liaise with Division of Workplace Health & Safety

IT Coordinator will:

- Ensure data is backed up weekly and stored in a secure environment both on and off site.
- Assess and report on network condition.
- Ensure all necessary servers are operational.
- Restore any data which has been compromised.
- Ensure a supply of computers is available for staff located in the command centre.
- Contact contractors for necessary repairs in conjunction with CCI.

Publicity & Communications Officer will:

- Liaise with the media.
- Liaise with parents to keep all parties informed of developments.
- This will include arranging TV and radio broadcasts regarding school closures or changes in operating hours.
- Act as the central contact point for the reporting of developments. Update the College website.
- Act as a contact point for general enquiries.

Janitor will:

- Assist the Property and Facilities Officer.
- Ensure that the areas affected are made as safe as possible.
- Deal with tradespeople.
- Coordinate grounds staff to remove/relocate furniture.

3.0 Alternative Accommodation**3.1 Control Centre**

The critical incident response room will be the College boardroom located on the middle and senior years campus. In the event of normal office areas being affected the Brother Timothy Peter Centre will become the command centre for the Critical incident Recovery Team. In the event of this area being damaged, a secondary command centre will be established at the College Community Centre.

The College administrative operations will be co located in the command centre with tables and chairs stored in the TPC utilised as temporary work stations.

The College mobile phones will be utilised for the purposes of communication in conjunction with phones on this site.

In the event of a critical incident resulting in the loss of normal office space, grounds staff will be utilised to position temporary work stations in the TPC. The IT department will utilise laptop computer equipment as well as other IT equipment to ensure administrative operations are resumed as quickly as possible.

This area should also be utilised as a “holding area” for parents/caregivers and relatives to be briefed on events.

3.2 Classroom Operations Utilising Existing Facilities

Where classrooms have been rendered inoperable, the College Community Centre will be utilised as a temporary classroom setting in conjunction with the Parish hall located at Woody Point.

The College has a number of underutilised classrooms. These include:

- E1 – Secondary East Campus
- E2 – Secondary East Campus
- E 3 – Secondary East Campus
- Room 6 – Scarborough Primary campus
- Room 7 – Scarborough Primary campus
- Quiet Room – Woody Point
- Art & Music Rooms – Kippa Ring

These rooms will also be utilised as temporary classrooms should the need arise. Grounds staff will arrange for classroom resources such as white boards, desks and

chairs to be placed in temporary classrooms. College buses in conjunction with local bus services will be utilised to move students to and from alternative campuses.

3.2.1 Classrooms Operations Where Existing Accommodation is Inoperable

The Property and Facilities Officer will liaise with Catholic Church Insurances Ltd (CCI) who will access demountable classroom buildings at relatively short notice.

CCI will arrange for delivery and installation as required. There are a number of suitable sites for these buildings at each campus which will allow the establishment of temporary accommodation without impacting on the work required to carry out repairs and restoration work to existing buildings.

Secondary Campus	Front lawn Car park behind tennis courts Vacant block beside the swimming pool
Scarborough Primary	College hall car park Playing fields behind College hall
Woody Point	Playing fields Area near toilets Car park
Kippa Ring	Playing field Area behind administration Car park

4.0 Critical Incidents

4.1 Critical Incident Out of School Hours

If the critical incident occurs out of hours, the normal callout protocol for out of school hours incidents will apply with either the janitor or the buildings and facilities officer contacted by either police or the College security firm.

The Buildings and Facilities Officer will assess the situation immediately and call any emergency service organisations if necessary. The buildings and facilities officer will then advise members of the Critical Incident Team of the current situation.

The Critical Incident Team will meet in the area allocated as the critical incident response room (boardroom) to set priorities and to decide on the desirable course of action.

Members of the Critical Incident Team will carry then implement the action plan carrying out their designated roles listed in Section 2.

4.2 Critical Incident During School Hours

A critical incident occurring during school hours will add a new dimension to the situation due to the presence of students. If the critical incident requires an evacuation of the premises (such as in the case of a fire), the normal evacuation procedure will apply with all staff carrying out their designated evacuation roles.

Evacuation will occur with staff, students and visitors moving to designated assembly points to await further instructions. If the critical incident results in the need for a campus lockdown (such as in the case of a severe storm or cyclone), the normal lockdown procedures will apply with all staff carrying out their designated lockdown role.

The Critical Incident Team will meet to set priorities and to decide on the correct course of action, with team members carrying out their designated roles listed in Section 2.

4.3 Critical incident plan –in relation to an injury to overseas student

1) Immediate Action (within 24 hours)

- a) Identify the nature of the critical incident
- b) The person, who is initially notified of the incident, be that the school secretary or homestay co-ordinator or international student co-ordinator, should get as much information as possible regarding the nature of the critical incident.
 - i) Where did the injury occur? On campus or off?
 - ii) How severe is the nature of the injury?
 - iii) Where is the student now?
 - iv) Is the student in hospital?
 - v) Has an ambulance been called?
 - vi) Is an interpreter required?
- c) The information should be documented for further reference.
- d) Notification of the critical incident committee/team leader
- e) The person who is initially notified of the incident should notify the critical incident team leader immediately.
- f) Assignment of duties to school staff
 - i) The critical incident team leader will identify the staff member responsible for any immediate action.
 - ii) The incident will then be referred to the identified staff member.
 - iii) The responsible staff member should keep in close contact with the critical incident team leader and any other staff members as required.
- g) Implement the appropriate management plan or action strategy
 - i) If the student is on campus
 - Ensure appropriate intervention to minimise additional injury
 - Provide first aid where necessary
 - Ascertain seriousness of injury

- Call ambulance if required
 - If ambulance is required, accompany student to hospital
 - Ascertain seriousness of injury from hospital staff
 - If ambulance is not required accompany student to relevant medical service e.g. doctor
- ii) If the student is off-campus
- If situation appears serious, call an ambulance and either meet the ambulance at the student's location or at the hospital
 - Otherwise go to location of student
 - Provide first aid where necessary
 - Ascertain seriousness of injury
 - Call ambulance if required
 - If ambulance is required, accompany student to hospital
 - Ascertain seriousness of injury from hospital staff
 - If ambulance is not required accompany student to relevant medical service e.g. doctor
- iii) If the student has already been taken to hospital
- Go to hospital
 - Ascertain seriousness of injury from hospital staff
- h) Dissemination of information to parents and family members
- i) When there are a number of people to contact such as when a student is in a homestay, the school should attempt to simultaneously contact all parties.
- ii) Contact the parents/legal guardian of the student
- iii) Contact the carer of the student e.g. they may be living with a relative
- iv) Contact the homestay family of the student
- i) Completion of a critical incident report [see sample critical incident report]
- j) Media response if required
- k) Inform critical team leader of any relevant factual information to be conveyed to the media liaison.
- l) Assess the need for support and counselling for those directly and indirectly involved
- m) If the student is seriously injured or requires hospitalisation, the school should enlist aid of overseas consular staff to assist the family if they are travelling to Australia, with interpreting services to aid in communication with the relevant medical services and with counselling services if required.
- n) The school should assess whether other staff and students have been affected by the incident and provide support and counselling as required.
- o) The school should also contact Department of Immigration and inform them of the incident.

2) Additional Action (48 – 72 hours)

- a) Assess the need for support and counselling for those directly and indirectly involved (ongoing)
- b) Provide staff and students with factual information as appropriate
 - i) Depending on the nature of the incident, it may be appropriate for the principal to address the school and inform them of the facts of the incident and the condition of the student concerned.
- c) Restore normal functioning and school delivery
 - i) Where the incident occurred on school premises, there will be other procedures to follow in relation to any possible safety issues and the school's legal obligations. The critical incident committee should identify the appropriate staff member to follow up these issues.

3) Follow-up – monitoring, support, evaluation

- a) Identification of any other people who may be affected by critical incident and access of support services for affected community members
 - i) The effects of traumatic incidents can be delayed in some people; the school needs to be aware of any emerging need for support and/or counselling.
- b) Maintain contact with any injured/affected parties
- c) If the student is in hospital for some time, the school needs to maintain contact with the student and their family.
 - i) Support and assistance for the student and family
 - ii) Depending on the condition of the student, the school could provide school work for the student to enable them to remain in touch with school activities
 - iii) Discuss with the family any required changes to the enrolment of the student e.g. suspension or cancellation of enrolment and make any changes required on PRISMS
- d) Provision of accurate information to staff and students where appropriate
 - i) Depending on the nature of the incident, it may be appropriate for the principal to address the school and inform them of the facts of the incident and the condition of the student concerned.
- e) Evaluation of critical incident management
 - i) The critical incident committee should be held to evaluate the critical incident report and the effectiveness of the management plan and to make modifications if required.
- f) Be aware of any possible longer term effects on the school and student well-being e.g. inquests, legal proceedings

5.0 Critical Incident Preparation

5.1 Equipment Maintenance

Grounds staff should maintain an adequate supply of tools and equipment, which are located in a central storage area, which will be easily accessed in the event of an emergency.

Machinery, particularly tractors and utes should always have an adequate supply of fuel while a emergency supply of diesel should be maintained in the event of fuel supplies being restricted from normal outlets.

5.2 Emergency Supplies

Emergency generators should be available or held on site to ensure an electrical supply is available for urgent requirements.

An emergency supply of torches and batteries should be maintained in easily accessible areas at each campus. In addition first aid kits should also be regularly inspected and maintained.

6.0 Critical Incident Management

6.1 Post Incident – Immediate Response

- Ensure the safety of all involved
- Establish basic facts to use in communication with emergency services
- Contact Emergency Services
- Contact Brisbane Catholic Education
- Convene Critical Response Team
- Contact Division of Workplace Health and Safety
- Allocate roles and responsibilities outlined in Section .2.
- Ensure communication channels are available (Phone, fax, mobile phones etc)
- Account for and keep track of all witnesses
- Prepare a statement for media release

6.2 Staff and Student Welfare

- Brief staff on current situation
- Attempt to maintain normal duties
- Have staff brief students in small groups (PCs)
- Assemble parents, relatives and caregivers in a central location eg TPC or Community Centre
- Brief the above and bring students to this area
- Allow students to leave with parents/caregivers
- Make arrangements for those who are unable to leave

6.3 Counselling

- Coordinate counselling needs
- Identify those in need of counselling
- Allocate counselling rooms/areas

6.4 Documentation

- Update documentation relating to incident
- Write to parents/caregivers/community
- Share updated information with staff and students
- Advise BCE Occupational Health and Safety of further developments
- Prepare further media releases as necessary

6.5 Long Term Management Plan

- Brief staff on a regular basis
- Plan for a return to normal activities including setting of timelines
- Encourage everyone to access support as necessary
- Monitor the behaviour of those involved
- Support staff who are absent because of injury or trauma
- Prepare for formal or legal proceedings
- Access specialist health professionals where necessary