



KAMBRYA
COLLEGE

INCIDENT MANAGEMENT POLICY

RESPONDING TO A TRAUMATIC OR CRITICAL INCIDENT IN WHICH MEMBERS OF THE KAMBRYA COLLEGE COMMUNITY ARE INVOLVED.

- Kambrya College may become directly or indirectly involved in a tragic or traumatic event
- The incident may involve loss of life, serious injury or emotional disturbance
- The incident may occur in Kambrya College environment or outside
- It may involve staff, students or those close to them
- The network of those involved in a traumatic event can be wide, especially if it directly involves Kambrya College
- Feelings of grief and loss can continue over long periods of time
- Counselling should be provided for all those who need it. This may include many who do not seem to be closely connected to the event or the individuals involved
- Kambrya College may be in a position to help grieving families at difficult times. e.g. through Kambrya College's participation in the funeral service
- While Kambrya College should operate as normally as possible, some degree of flexibility should exist
- It is essential that people be given clear, accurate information at all times

ACTION TO BE TAKEN AS A RESULT OF A TRAGIC/TRAUMATIC EVENT WHICH INVOLVES KAMBRYA COLLEGE

Incidents vary in nature and complexity. These guidelines provide a framework for action and would not necessarily be followed in all cases. However the following 4 principles must be followed:-

1. provision of clear accurate information
 2. description of action to be followed
 3. provision of help for all affected
 4. maintenance of normal Kambrya College program
- Obtain accurate information. Deal only with substantiated facts
 - Ensure that counselling help is available. Contact the Regional Office and/or DOE if necessary. All emergency or criminal activity in which the safety or well-being of staff or students is at risk, or where there is a threat to property, must be reported immediately to the Department's 24 hour Emergency and Security Management Branch on ph: **9589 6266**
 - As soon as possible inform staff, especially those most directly involved. Inform close friends and family individually. Allow questions and discussion as they arise. Dispel rumours



KAMBRYA
COLLEGE

INCIDENT MANAGEMENT POLICY (continued)

- Appoint a skilled Support Team to assist in the management of the incident. The team may include staff members, counsellors, external DOE personnel, support agencies etc. The size and composition of the team will be related to the nature of the incident. Distribute names of Support Team members, and inform others of the role of the team
- As soon as possible provide information to the Kambrya College community as to what has happened, and what is being done
- Only the Principal class members will respond to Media Enquires. A written press release may be put together. If necessary, protect others from contact with the media
- Establish an open line of contact with the family or families directly involved
- Provide out of College hours contact if necessary. This could be as simple as circulating the Principal's telephone number. In more complex situations it may mean maintaining telephone contact at Kambrya College
- Continue contact with the family to identify their expectations of Kambrya College, e.g. student participation in funeral or memorial service
- Try to identify those most likely to need help, e.g. classmates, teacher, special friends
- Continue to keep staff, students and parents informed, especially about what has happened and what Kambrya College is doing about it
- As soon as possible call students together and provide information about what has happened and what Kambrya College is doing about it
- Provide counselling for all. Ensure that there are suitable places in which this can take place. Be prepared to modify the timetable and other arrangements so that people are free to make use of available help
- The class teacher may be the person to whom students first turn for help. Appropriate advice, support and/or counselling should be provided to such teachers
- Students wishing to attend funerals should do so in the company of their parents. Students should be provided with opportunities to become involved in meaningful and appropriate ways
- Continue normal routines at Kambrya College but acknowledge the effect of tragedy on the College community. Be flexible with those in need of help. Be aware that many people may be deeply affected, e.g. an event may cause a person to recall some traumatic event involving them in the past. The anniversary may also be a difficult time
- Maintain links with the family. Kambrya College and the family may wish to develop a memorial garden, erect a memorial plaque in the College
- Be sensitive to staff and student's needs over a period of time
- Look after yourself.....take a break!

This policy was last ratified by College Council in

May 2007