



Critical Incident Policy

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Anglican Schools Commission (Inc.) trading as AngliSchools (“AngliSchools”)
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Alexander Language School Pty Ltd.
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1. Purpose

- 1.1. AngliSchools International are committed to ensuring the safety, health and welfare of its students and staff, and ensuring an appropriate response to critical incidents, including medical emergencies, accidents, injuries, and traumatic events. This policy outlines the procedures to be followed in the event of a critical incident.

2. Scope

- 2.1. This policy applies to all students, staff and visitors associated with AngliSchools International. Critical incidents may occur on or off-campus.
- 2.2. International students involved in a critical incident, while attending one of our schools, must adhere to their policy and procedures.

3. Definition

- 3.1. *Critical incident* is defined as ‘a traumatic event, or the threat of such [within or outside Australia], which causes extreme stress, fear, or injury.’
- 3.2. Critical incidents may include, but are not limited to:
 - serious injury, illness, or death of a student or staff member, visitor, or worker;
 - student(s) or staff member(s) lost or injured during excursions;
 - a missing student;
 - severe verbal or psychological aggression or abuse;
 - student(s) or staff member(s) witnessing a serious accident or incidence of violence;
 - natural disaster e.g. epidemic, earthquake, flood, windstorm, hailstorm, or extremes of temperature;
 - traumatic incident within an international student’s home country, such as a political coup, religious persecution, natural disaster, fire, bomb-threat, explosion, gas or chemical hazard;
 - issues e.g. domestic violence, physical, sexual or other abuse, alcohol abuse, internet abuse;
 - attempted suicide by a student;
 - fire, explosion or bomb threat;
 - chemical, radiation or bio-hazard spillage;
 - acute illness (physical or mental);
 - other non-life threatening events.

4. Principles

- 4.1. Student safety is of the utmost importance to AngliSchools International.
- 4.2. The Director of AngliSchools International (Director) is responsible for the management of critical incidents occurring while the student is in their care.
- 4.3. A written record of any critical incident and remedial action taken must be maintained.

- 4.4. All records must be retained for at least two years after the international student ceases to be an accepted student.

5. Procedures

Critical Incident Team

- 5.1. The Critical Incident Team (CIT) consists of:
- i. Director
 - ii. Student Services and Homestay Coordinator
 - iii. On Campus School Representative
 - iv. Designated Officer (first to be informed about the incident)
- 5.2. The Director will coordinate the CIT during critical incidents.
- 5.3. The responsibilities of the team include:
- i. Ongoing risk assessment of hazards and situations which may require emergency action;
 - ii. Analysis of requirements to address these hazards;
 - iii. Establishment of contact with all relevant emergency services e.g. police, fire brigade, ambulance, community emergency services, hospital, poisons information centre, community health services;
 - iv. 24-hour access to contact details for all staff members, students and their families, including international agents, consulates, embassies, interpreter services;
 - v. Development and implementation of a critical incident plan for each type of critical incident identified;
 - vi. Dissemination of planned procedures to all members of staff;
 - vii. Organisation of practice drills;
 - viii. Coordination of appropriate PD sessions for staff; and
 - ix. Regular review of critical incident plans (including an annual review of contact numbers to ensure currency).

Notification

- 5.4. The Director must be informed immediately of a critical incident.
- 5.5. The Director will determine the circumstances of the situation and assign roles and responsibilities accordingly.
- 5.6. The Director will notify:
- i. AngliSchools Chief Executive Office - via ceonotifications@anglischools.edu.au
 - ii. Non-Government Schools Director General (where applicable).
 - iii. Department of Home Affairs and appropriate Embassy/Consulate (where applicable).

Assessment

- 5.7. The following steps will be taken to ensure the effective management of a critical incident and that all possible support and actions are taken:
- i. confirm that those involved in the incident are AngliSchools International students;
 - ii. record any details of the incident provided by the person who reported the incident;
 - iii. plan an immediate response;
 - iv. allocate individual roles and responsibilities for ongoing tasks; and
 - v. plan an ongoing strategy.

5.8. Immediate Responses [within 24 hours]

- i. Identify the nature of the critical incident;
- ii. Notify the Director, who will assemble the CIT;
- iii. Assess the risk(s) to staff, students and others to prevent any further harm;
- iv. Arrange medical treatment, as soon as possible;
- v. Provide appropriate personal support and assistance;
- vi. Contact emergency services, hospital, medical services and appropriate government agencies if necessary;
- vii. Secure or evacuate the area, activate sirens and make an announcement over PA;
- viii. In the case of evacuation follow 'Emergency Evacuation' procedures;
- ix. Refer to the AngliSchools Director of Communications and Engagement (DCE) to manage all media and publicity;
- x. Develop appropriate communications, with input from the DCE, to:
 - inform parents and family members, of those directly involved.
 - provide a brief update to students, parents and the school community, or those indirectly involved (as applicable).
- xi. Identify students and staff members most closely involved and at risk;
- xii. Assess the need for support and counselling for those directly and/or indirectly involved, and arrange access (where applicable); and
- xiii. Liaise with Department of Home Affairs and appropriate Embassy/Consulate (as they may provide support such as travel for the family);

5.9. Secondary Response [48-72 hours]

- i. Assess the need for support and counselling for those directly and/or indirectly involved [ongoing];
- ii. Provide students, staff, and wider School community, with factual information as appropriate;
- iii. Arrange debriefing for all students and staff most closely involved and who may remain at risk;
- iv. Restore School to regular routine, program delivery, and community life as soon as practicable;
- v. Complete an 'Incident and Accident Report'; and
- vi. Confirm availability of emergency accommodation needed for overseas relatives of international student(s) involved.

6. Evaluation and Review of the Critical Incident Management Plan

6.1. Following an incident, the Director will conduct a debrief (where applicable) to:

- i. Ensure staff and students involved in the incident are receiving the support they need.
- ii. Evaluate the implementation of procedures and responses.
- iii. Suggest possible changes and improvement for future critical incidents.

7. Records

- 7.1. The Director will ensure a written record of any critical incident and remedial action taken will be maintained.

7.2. The records will for retained for at least two years after the international student ceases to be an accepted student.

8. Useful Contact Information

Group	Phone Number	
Police	Life threatening or time critical emergency	000 112 (from a mobile)
	Non-life threatening	131 444
	Local Police Station	131 444
Ambulance	000	
Fire Services	000	
Hospital	Perth Children's Hospital (08) 6456 2222	
Gas	1800 427 532	
Electricity	13 13 51	
Water	13 13 75	
Poisons Information Centre	13 11 26	
The Department for Child Protection (DCP)	(08) 6277 5222	
WorkSafe (WA)	1300 307 877	
Support Services (Free)	Samaritans: 24-hour crisis line	13 52 47
	Youthline	1800 198 313
	Lifeline Australia	13 11 44

Version Control

Version	Date	Summary of Changes
1	Aug-25	New Policy
1a	May-25	Periodic review