

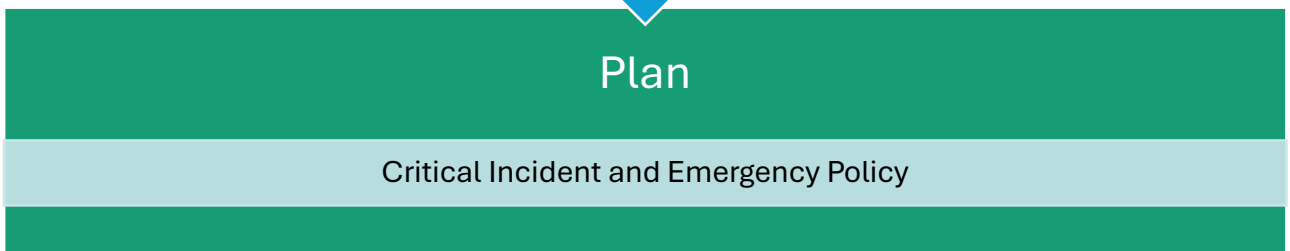
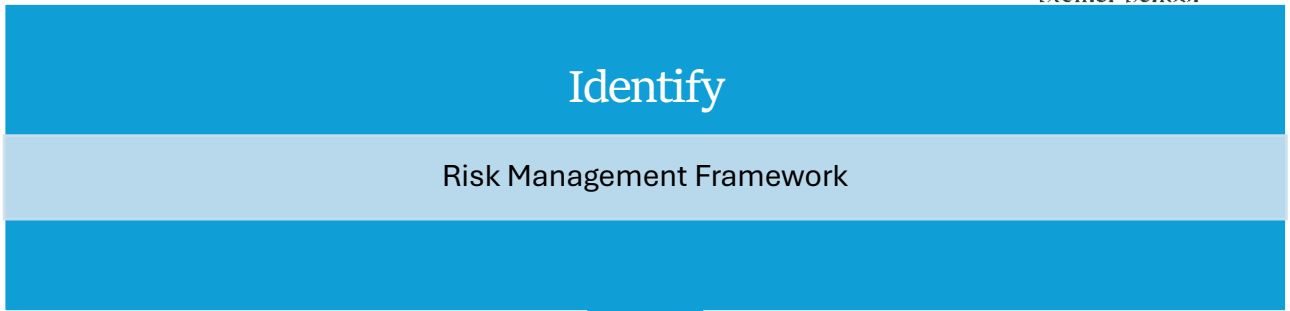


Samford Valley
Steiner School

Critical Incident and Emergency Management Policy and Plans

Be calm,
tell the truth,
put people before business,
get back to business as soon as possible.

A critical incident is an unexpected or unusual incident that disrupts the normal operations of the school and poses a significant threat to the safety, wellbeing and security of staff, students or the school community.



Act			
Critical Incident Plans	Emergency Response Plans	Business Continuity Plan	IT Disaster Recovery Plan
<ul style="list-style-type: none"> • Missing Student - from on campus • Missing Student - excursion or camp • Student and Staff - death or significant incident • Violence and Aggression • Serious Misconduct • Media 	<ul style="list-style-type: none"> • Natural Disaster • Severe Weather Event (flood, storm, cyclone) • Bush Fire • Workplace Safety Incident - fire or lockdowns • Ambulance 	<ul style="list-style-type: none"> • BCU 	<ul style="list-style-type: none"> • Data and Cybersecurity Breaches

Risk Management Framework Policy

1. SVSS believes that the effective implementation of a high-quality risk management framework plays a crucial part in achieving strategic, operational and project-based objectives.
2. The school is committed to ensure that a well-designed risk management framework is integrated into the overall culture of the school and all its activities, shaping an appropriate risk attitude.
3. The school is committed to ensuring that clearly established authorities, responsibilities and accountabilities support effective decision-making and reporting at all levels of operations.
4. The school is committed to making appropriate and adequate resources available to support and drive risk management activities.
5. When conflicting objectives influence risk-related decision-making, the principles described in this policy are to act as a guide.
6. The school undertakes annual reviews of its risk management framework, evaluates identified gaps, and ensures those gaps are addressed.

Full policy can be found in:

[CURRENT SCHOOL DOCUMENTS](#) > [POLICIES](#)
[POLICIES](#)



Critical Incident and Emergency Policy

Purpose:	This policy provides a framework for establishing a consistent approach to identifying and managing risks associated with critical incidents. It aims to minimise harm, ensure effective communication and facilitate the swift recovery of normal operations through coordinated incident management procedures.	
Scope:	Students and employees, including full-time, part-time, permanent, fixed-term and casual employees, as well as contractors, volunteers, visitors and people undertaking work experience or vocational placements. The policy applies to school activities, both on and off site, within Australia or overseas.	
Status:	Approved	Supersedes: NEW
Authorised by:	Board	Date of Authorisation: May 2025
References:	<ul style="list-style-type: none">• <i>Education (Accreditation of Non-State Schools) Act 2017</i> (Qld)• <i>Education (Accreditation of Non-State Schools) Regulation 2017</i> (Qld)• <i>Education (General Provisions) Act 2006</i> (Qld)• <i>Education (General Provisions) Regulation 2017</i> (Qld)• <i>Work Health and Safety Act 2011</i> (Qld)• <i>Disaster Management Act 2003</i> (Qld)• <i>Queensland Prevention, Preparedness, Response and Recovery Disaster Management Guideline</i>	
Review Date:	Annually	Next Review Date: May 2026
Policy Owner:	Board	

Policy

Samford Valley Steiner School (SVSS) recognises the duty of care owed to its students and staff and that planning for the management of a critical incident is essential. SVSS also recognises the impact that a critical incident can have on its staff, students and the wider school community and is committed to acting with concern and compassion to minimise the impact of critical incidents on all involved. The school understands the importance of planning and taking action to prevent, prepare for, respond to or recover from critical incidents.

This policy is designed to ensure that the school:

- Meets all duty of care obligations in providing the highest possible standard of health and safety for staff, students, contractors, sub-contractors and their employees, visitors and other persons working at or visiting the school
- Is able to respond swiftly and effectively in the event of a critical incident
- Implements an integrated approach to the management of risks associated with critical incidents
- Is compliant with relevant legislation so that:
 - exposure of persons to health and safety risks arising from critical incidents is avoided or minimised;
 - physical and psychological trauma are reduced.

Critical Incidents

A critical incident is an unexpected or unusual incident that disrupts the normal operations of the school and poses a significant threat to the safety, wellbeing and security of staff, students or the school community.

Examples of critical incidents that could affect the school community include, but are not limited to:

- a) Serious injury, illness or death of a student or staff member
- b) Students or staff lost or injured on an excursion
- c) Serious incident involving a member of the school community during an off-site activity, including interstate and overseas
- d) A missing student
- e) Severe verbal or psychological aggression
- f) Physical assault
- g) Student or staff witnessing a serious accident or incident of violence
- h) Confrontations involving firearms or other weapons
- i) Substantial criminal activity (e.g. significant vandalism)
- j) Public health emergencies (e.g. pandemics, outbreaks)
- k) Natural disasters (e.g. earthquake, flood, windstorm, hailstorm or extremes of temperature)
- l) Fire, bomb threat, explosion, gas or chemical hazard
- m) Cyberattacks

Critical Incident Prevention and Preparedness

This policy requires that SVSS take action to prevent, prepare for, respond to and recover from critical incidents. This includes:

- Identifying all on-site and off-site situations that have the potential to become critical incidents that would affect staff, students and/or the wider school community as far as reasonably practicable
- Using the principles in the SVSS Risk Management Framework Policy to assess the potential risks and develop mitigation strategies
- Developing critical incident plans as set out below
- Communicating the critical incident plans to all staff
- Training relevant staff
- Testing, reviewing and modifying the critical incident plans annually

Critical Incident Committee

SVSS will establish a Critical Incident Committee (CIC) that supports the School Director in overseeing the school's response to critical incidents.

The School Director is the director of the CIC and has overall responsibility for coordinating the school's response to a critical incident.

The responsibilities of the CIC include:

- a) Annual review of the critical incident policy
- b) Arranging appropriate training programs for staff on critical incident response procedures
- c) Ensuring that emergency resources are readily available, including 24-hour access to contact details for all students and staff and their emergency contacts
- d) Development and dissemination of a critical incident plan for each type of critical incident identified
- e) The School Director, as Director of the CIC, deciding whether an incident is a critical incident, triggering the application of this policy
- f) Coordinating the school's response to the critical incident, including establishment of liaison with all relevant emergency services e.g. police, fire brigade, ambulance, hospital, poisons information centre, community health services
- g) Ensuring the availability of support to affected students, staff and the wider school community
- h) Helping restore and maintain a supportive, positive working and learning environment as soon as possible after the incident
- i) If other entities provide services on the school site and they have their own critical incident policies and procedures (e.g. an Early Childhood Service), ensuring that there is policy consultation and coordination of the management of critical incidents between the school's CIC and the other entity
- j) If the school enrolls international students, there may be specific policies and procedures that apply to critical incidents involving these students. The CIC will ensure that these policies and procedures align
- k) Conducting a thorough review of the school's response to incidents, including identifying areas for improvements.

Critical Incident Management Centre

SVSS will identify a predesignated location (PS or HS reception) where the CIC will meet as soon as practicable once an incident has been deemed to be a critical incident. The CIC will be equipped with the resources needed to manage the incident. A secondary location has also been identified for use in the event of the primary location being within the affected area (Primary School Library).

Critical Incident Plans

The CIC will develop and maintain a series of critical incident plans to address specific types of emergencies. These plans will be regularly reviewed and updated to ensure their effectiveness.

Critical incident plans will be developed for the following types of incidents:

- Emergencies as required in Emergency Plans by s43 of the *Work Health and Safety Regulation 2011**
- School violence (e.g. violent persons on campus) by way of a Lockdown Procedure
- Public health emergencies (e.g. pandemics, outbreaks)
- Cyberattacks in a Cyber Security Incident Response Plan.

***Emergency Plans:** Under s43 of the *Work Health and Safety Regulation 2011* (Qld), all persons conducting a business or undertaking (PCBUs) have a duty to ensure that an Emergency Plan is prepared for the workplace. Risks covered by this plan may include fire, security, medical, electrical outage, mechanical or process failure, natural events such as storm or cyclones, and hazardous materials releases.

Additional plans may be developed as needed to address other types of critical incidents that may arise.

Each critical incident plan will be developed and documented to ensure that users of the plans understand when each particular plan must be implemented and that any cross-over in the application of each plan to individual incidents is consistently documented and applied.

The aim of a critical incident plan is to:

- Document strategies to identify and best manage the response to critical incidents that may occur within the school and its community
- Define the specific roles and responsibilities of various personnel within the school during a critical incident
- Provide for the safety and welfare of students, staff and the wider school community in a crisis situation
- Minimise the personal and financial costs associated with critical incidents
- Minimise the impact of the incident and ensure that students, staff, parents and other members of the school community receive the support required during and after a critical incident
- Assist staff, students and their families and members of the wider school community to return to normal functioning as quickly as possible following a critical incident.

Each critical incident plan will include the following elements, where relevant:



- Incident description: A clear and concise description of the specific type of incident being addressed
- Activation procedures: Guidelines for activating the plan, including who is authorised to do so and under what circumstances
- Roles and responsibilities: A detailed breakdown of roles and responsibilities for all staff members involved in the response
- Communication protocols: Procedures for internal and external communication, including notification of authorities, parents and the school community. They must include contact details of relevant emergency services and key personnel relevant to the incident type
- Evacuation procedures: Detailed evacuation plans for the school buildings and surrounding areas, including designated safe zones and assembly points
- Lockdown procedures: Guidelines for securing the school buildings and implementing lockdown procedures, if necessary
- First aid and medical response: Procedures for providing first aid and medical assistance to injured individuals
- Hazardous materials response: Protocols for handling hazardous materials spills or releases, if applicable
- Incident management team: The composition and responsibilities of the incident management team, which will coordinate the school's response to the incident
- Post-incident procedures: Guidelines for conducting a review of the incident response and making recommendations for improvement

Critical Incident Plans – Action Schedules

The following actions will be included in each critical incident plan, where relevant to the particular plan, as actions that will be taken during the relevant times.

Immediate Action (within 24 hours)

- a) Identify the nature of the critical incident
- b) Notification of the critical incident committee
- c) Notification to the Board President
- d) Implement the appropriate management plan or action strategy
- e) Assignment of duties and resources to school staff
- f) Seeking advice and help from any necessary emergency services/hospital/medical services
- g) Dissemination of information to parents and family members
- h) Completion of a critical incident report
- i) Media response if required (see below)
- j) Assess the need for support and counselling for those directly and indirectly involved

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

- c) Restore normal functioning and school operations

Follow-up – monitoring, support, evaluation

- a) Identification of any other people who may be affected by critical incident and access to support services for affected community members
- b) Maintain contact with any injured/affected parties
- c) Provision of accurate information to staff and students where appropriate
- d) Evaluation of critical incident management
- e) Be aware of any possible long-term matters e.g. inquests, legal proceedings
- f) Report included in board reporting.

Media Liaison

The School Director will determine the official school response to critical incidents and will coordinate all media enquiries, with the following considerations:

- a) All enquiries from the media must be directed to the School Director
- b) No comments should be made by staff to media
- c) No interviews with students are permitted
- d) All facts should be checked before speaking to the media
- e) No student should be photographed without parental permission
- f) If accurate information is unavailable or the issue is of a sensitive nature, it will be explained that questions cannot be answered at this time
- g) The School Director may delegate media liaison to another member of staff.

Compliance and Monitoring

After every critical incident, a meeting of the Critical Incident Committee will be held to evaluate the critical incident report and the effectiveness of the particular Critical Incident Plan, and to make modifications if required. If appropriate, this process incorporates feedback from all staff, students and local community representatives.

SVSS is committed to the annual review of this Policy. SVSS will also record, monitor and report to the School Governing body regarding any breaches of the Policy or enacted Action Plan.

In addition, SVSS is committed to other various compliance and monitoring arrangements made under relevant policies and procedures.

Related Documents

- SVSS Child Protection Policy
- SVSS Child Protection Procedures
- SVSS Risk Management Framework
- SVSS Work Health and Safety Policy
- SVSS Code of Conduct
- SVSS Whistleblower Policy



Links to Action Plans

[Missing Student on Campus](#)

[Missing Student on Outdoor Ed Program](#)

[Student or staff – death or significant incident](#)

[Violence and Aggression](#)

[Critical Organisational Matters](#)

[Emergency Response Plans - Natural Disasters \(eg storms, cyclone, heavy rains, floods\)](#)

[Emergency Response Plans – Emergency Evacuation Procedure](#)

[Emergency Response Plans – Bush Fire](#)

[Emergency Response Plan – Ambulance](#)

[Business Continuity Plan](#)



Appendix 1 – Critical Incident Action Plans

Missing Student on Campus

Nature of Incident: Missing Student on Campus	
Immediate Action (within 24 hours)	
	<p>Initial Search (teacher or supervisor): Conduct a quick, systematic search of the immediate area. Once this area is searched, contact School Director 0412 673 492 or delegate.</p> <p>Secure Safety: Ensure all other students are safe, supervised adequately and accounted for and there is no immediate danger.</p> <p>If immediate danger, ring front desk to activate fire or quiet drill.</p> <p>If the child has left school grounds or is believed to be in danger, contact emergency services (000) immediately.</p>
Notification of the Critical Incident Committee	SD to contact the CIC via Teams to meet at the appropriate reception.
Action Plan	<p>Conduct a search</p> <p>Contact all the faculty staff to see if the student has been seen (PS and HS via Teams and phone, EC via phone plus allocate one staff member to walk to neighbouring classes).</p> <p>Internal Search: Organise staff to search all areas of the school (classrooms, bathrooms, play areas, etc.). Assign specific zones to staff members to avoid duplication.</p> <p>Decision: SD to ring emergency services and parents</p> <p>External Search: Begin searching outside school grounds while maintaining a safe student-to-staff ratio for on-campus students. Notify neighbouring businesses, community centres, or homes if relevant. Follow any instructions or guidelines from emergency services.</p> <p>Centralised Communication: All updates are relayed to the front office or CIC for consistency. Create a Teams group for communicating with all staff. If required, please establish a WhatsApp group to include the parents.</p> <p>Confirm Safety: Once the child is located, confirm their safety and ensure medical checks if necessary.</p> <p>Inform Stakeholders: Notify parents, staff and authorities of the resolution.</p>
Assignment of duties	<p>SD to assign CIC member:</p> <ul style="list-style-type: none"> • to call Police when directed • disseminate info to staff members • get a picture of student from TK and add to Teams group • keep a log of times • direct staff to search areas



Emergency services	After checking the surrounding area contact Police – 000. Early Childhood missing child would be approximately 10 mins. HS and PS, SD to make a judgement call.
Dissemination of info to parents	Call parents at the same time as Emergency Services.
Completion of incident report	Record all details in the school's incident report system School Portal - Home . Fill out a critical incident form and record on Teacher Kiosk. Critical Incident form.docx
Media response	If needed, refer all inquiries to the school's designated spokesperson. Avoid unauthorised public statements.
Counselling	Provide counselling for the child, classmates, and staff involved if necessary. Conduct a team debrief to review the incident and identify improvements.
Report to Board Chair	Explain details of the incident and outcome.
Additional Action (48 – 72 hours) CIC committee	
Ongoing counselling and support –	For those directly and indirectly involved
Communication to staff, parents or community	Contact parents involved within 24 hours to check in and arrange a meeting.
Restore normal functioning	Meet with all staff involved for a debrief and to check if the Critical Incident Report is accurate
Follow-up – monitoring, support, evaluation by CIC committee	
Support services for affected community members	For those directly and indirectly involved
Maintain contact with any injured/affected parties	Schedule a debrief meeting with affected parties (staff, parents etc). Follow up with any consequences if there was misconduct from a staff (SD)
Comms	Respond in a timely manner. Report to board in next meeting
Evaluation of critical incident	Review Critical Incident review plan to see if it was effective (CIC).



Evaluate if long term concerns (eg inquests, legal)	Ensure follow-up actions, such as parent meetings or staff training, are documented (CIC).
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Missing Student on Outdoor Ed Program

Immediate Action (within 24 hours)	
	<p>Secure Safety: Ensure all other students are safe, supervised adequately and accounted for and there is no immediate danger.</p> <p>Initial Search: Conduct a quick, systematic search of the immediate area. Once this area is searched, contact School Director 0412 673 492 or delegate.</p> <p>If immediate danger, immediately call emergency services (000) immediately or alert through Emergency app.</p> <p>If the child has left camp grounds or is believed to be in danger, contact emergency services (000) immediately.</p>
Notification of the Critical Incident Committee	<p>SD to contact the CIC via Teams to meet at the appropriate reception (if work hours).</p> <p>If after hours, set a Teams CIC chat. Call or text CIC team so they are alerted.</p>
Action Plan	<p>Conduct a search</p> <p>Gather all staff and students to see if the student has been seen.</p> <p>Internal Search: Organise staff to search all areas of the campground. assign specific zones to staff members to avoid duplication. Ensure all students remain with one staff member to be contained.</p> <p>External Search: Begin searching outside camp grounds (or area). Ensure all students remain with the supervising teacher. Wait for emergency personnel to go further.</p> <p>Centralised Communication: Keep CIC team updated via Teams.</p> <p>Confirm Safety: Once the child is located, confirm their safety and ensure medical checks if necessary.</p> <p>Inform Stakeholders: Notify parents when emergency crew advises. Advise all necessary staff and authorities of the resolution.</p>
Assignment of duties	<p>SD to assign CIC member:</p> <ul style="list-style-type: none"> • to call Police when directed (via Teams) • disseminate info to staff members (via Teams and phone) • get a picture of student from TK and add to Teams group • keep a log of times • direct staff to search areas
Emergency services	Once initial check, no sightings and no known toilet/shower trips call emergency services.
Dissemination of info to parents	Call parents at the same time as Emergency Services.
Completion of incident report	Record all details in the school's incident report system School Portal - Home .



	Fill out a critical incident form and record on Teacher Kiosk. Critical Incident form.docx
Media response	If needed, refer all inquiries to the school's designated spokesperson. Avoid unauthorised public statements.
Counselling	Provide counselling for the child, classmates, and staff involved if necessary. Conduct a team debrief to review the incident and identify improvements.
Report to Board Chair	Explain details of the incident and outcome.
Additional Action (48 – 72 hours)	
Ongoing counselling and support	For those directly and indirectly involved.
Communication to staff, parents or community	Contact parents involved within 24 hours to check in.
Restore normal functioning	Meet with all staff involved for a debrief and to check if the Critical Incident Report is accurate.
Follow-up – monitoring, support, evaluation	
Support services for affected community members	For those directly and indirectly involved.
Maintain contact with any injured/affected parties	Schedule a debrief meeting with affected parties (staff, parents etc). Follow up with any consequences if there was misconduct from a staff (SD).
Comms	Respond in a timely manner. Report to board in next meeting.
Evaluation of critical incident	Review Critical Incident review plan to see if it was effective (CIC).
Evaluate if long term concerns (eg inquests, legal)	Ensure follow-up actions, such as parent meetings or staff training, are documented (CIC).



Student or staff – death or significant incident

Nature of Incident	<p>Student or staff – death or significant incident</p> <p>Student and staff safety matters may include the death or significant injury of a current, past or close member of the school community. It could include eSafety, suicide, significant mental ill-health or Child Protection. Each of these will have their own challenges and considerations. This section does not replace the school’s child protection obligations, policies, and procedures.</p>
Immediate Action (within 24 hours)	
Notification of the Critical Incident Committee	SD to contact the CIC.
Action Plan	<p>Fulfill all mandatory reporting requirements (eg eSafety or Child Services report).</p> <p>Assess severity, impact, and stakeholders affected and provide immediate support.</p> <p>Quickly evaluate if there was any connection to a school incident (bullying, incident at school etc). Contact ISQ, lawyer or appropriate agency if needed.</p> <p>If appropriate, contact the family to find out if they would like to be involved in communications etc.</p>
Assignment of duties	<p>SD to assign CIC member:</p> <ul style="list-style-type: none"> • comms to community • contacting family • finding support – Wellbeing Officer, external support (EAP)
Emergency services	n/a
Dissemination of info to parents	Wait to communicate to staff and community after official word from family contact.
Completion of incident report	<p>Record all details in the school’s incident report system School Portal - Home.</p> <p>Fill out a critical incident form and record on Teacher Kiosk. Critical Incident form.docx</p>
Media response	<p>If needed, refer all inquiries to the school’s designated spokesperson. Avoid unauthorised public statements.</p> <p>Considerations for Media:</p> <ul style="list-style-type: none"> • Identify Media Incident(s) and impact(s) • Assess media impact and evaluate the severity



	<ul style="list-style-type: none"> • Consult ISQ • Prepare Statement • Communicate and engage with Media • Monitor Media Coverage • Consider social media • Review and Document • Analyse the incident and update policies <p>Resources:</p> <ul style="list-style-type: none"> • ISQ's Media training handbook • Five questions to ask when the media calls
Counselling	Provide counselling for the child, classmates, and staff involved if necessary.
Additional Action (48 – 72 hours)	
Ongoing counselling and support –	For those directly and indirectly involved.
Communication to staff, parents or community	Create a comms plan to not over or under communicate.
Restore normal functioning	Organise a memorial if appropriate. CIC to decide if a school closure, or skeleton staff is necessary for attendance at any services.
Follow-up – monitoring, support, evaluation	
Support services for affected community members	For those directly and indirectly involved.
Maintain contact with any injured/affected parties	Family contact to provide any updates.
Evaluation of critical incident	Bring to CIC meeting to review.
Evaluate if long term concerns (eg inquests, legal)	

Resources:

- [ISQ Member Hub – Child Protection](#)



- [ISQ Member Hub – Wellbeing](#)
- [eSafety Commissioner – Toolkit for Schools](#)

Suicide/Mental Health/Death/Significant Injury:

- [Suicide Prevention and Response - Be You](#)
- [Headspace Schools](#)

Grief and loss:

- [Supporting a young person | Headspace](#)
- [Supporting a child | Kids Helpline](#)
- [The Trauma and Grief Network \(TGN\)](#)

Crisis support information:

- [Lifeline: 13 11 14](#)
- [Kids Helpline: 1800 55 1800](#)
- [Aboriginal and Torres Strait Islander crisis support line: 13YARN \(13 92 76\)](#)
- [Beyond Blue Support Service: 1300 22 4636](#)
- [Mental Health Services and Support infographic](#)
- [Be You](#)
- [Headspace Schools](#)



Violence and Aggression

Immediate Action (within 24 hours)	
Nature of Incident	<p>Violence and Aggression</p> <p>Violence and aggression refers to incidents involving physical or verbal behaviours that pose a threat to the safety, wellbeing, or security of individuals within the school community. These behaviours may include physical altercations, threats, intimidation, or other forms of aggressive conduct that disrupt the school environment and require immediate intervention. They may involve staff, students, or members of the broader community.</p>
Notification of the Critical Incident Committee	<p>Upon receiving advice of an unknown person/s on school premises admin staff should advise the School Director or their delegate and await instructions.</p>
Action Plan a – Unknown persons	<p>It is critical that on the first sightings of any unknown person(s) and/or potential intruder(s) that staff ascertain if a threat is present.</p> <p>If immediate threat is perceived or apparent staff should:</p> <ul style="list-style-type: none"> • Proceed with all students in the area, if safe to do so, to the nearest classroom, lock the door and phone admin to advise that an immediate intruder threat is perceived or apparent. • Staff and students should remain in the classroom and undertake lockdown procedures (call reception or alarm in SD office). <p>If no immediate threat is apparent staff should:</p> <p>Remain at an appropriate distance from intruder(s), seek the support of another staff member if possible and address the unknown person/s in a non-confrontational manner, irrespective of their response. Ask a few questions:</p> <ul style="list-style-type: none"> • How can I help you? • Who are you here to see? • I'm not sure we've met before – your name is? • Can I show you where the office is to sign in? <p>If no, or inappropriate, response to initial questions is given staff should:</p> <ul style="list-style-type: none"> • Allocate one staff member to proceed to admin and provide details of unknown person/s or potential intruders, whereabouts and number of persons, and the other staff members should proceed with students in the area to the classrooms. • If no other adult or appropriate runner is available, go to the nearest admin block or classroom with telephone access to advise admin. All students in the area should accompany you.
Action Plan	<p>If immediate threat is perceived or apparent staff should:</p>



b – Aggressive or violent adult	<ul style="list-style-type: none"> • Proceed with all students in the area, if safe to do so, to the nearest classroom, lock the door and phone admin to advise that an immediate intruder threat is perceived or apparent. • Staff and students should remain in the classroom and undertake lockdown procedures (call reception or alarm in SD office).
Action Plan c – potential situation for escalation	If no immediate danger, staff member should contact reception to have support staff. Reception to contact SD.
Assignment of duties	SD to assign CIC member: <ul style="list-style-type: none"> • Contact Emergency Services • Lead communications • Keep log of events • Set up Teams chat (@allstaff)
Emergency services	Contact Emergency services as soon as Lockdown has begun.
Dissemination of info to parents	Wait until emergency services has been rung, contact parents.
Completion of incident report	<p>Record all details in the school’s incident report system School Portal - Home.</p> <p>Fill out a critical incident form and record on Teacher Kiosk. Critical Incident form.docx</p>
Report to Board Chair	Explain details of the incident and outcome.
Media response	If needed, refer all inquiries to the school’s designated spokesperson. Avoid unauthorised public statements.
Counselling	<p>Provide counselling for the child, classmates and staff involved if necessary.</p> <p>Conduct a debriefing session to address concerns and restore calm.</p>
Additional Action (48 – 72 hours)	
Ongoing counselling and support	For those directly and indirectly involved.
Communication to staff, parents or community	Create a comms plan to not over or under communicate.
Restore normal functioning	CIC to meet to review the critical incident form. Work with emergency staff for any follow up. Review action plan and policies. Write official letters if needed restricting access to campus for a parent.



Follow-up – monitoring, support, evaluation	
Support services for affected community members	For those directly and indirectly involved.
Maintain contact with any injured/affected parties	Keep in contact with affected families.
Comms	Respond in a timely manner. Report to board in next meeting.
Evaluation of critical incident	Bring to CIC meeting to review.
Evaluate if long term concerns (eg inquests, legal)	Bring to CIC meeting.

Resources:

- [ISQ Member Hub – Conduct](#)
- [No Excuse for School Abuse](#)
- [Safe Work Australia](#)
- [WorkSafe Queensland](#)
- [WorkCover Queensland](#)
- [Office of Industrial Relations \(Qld\)](#)



Critical Organisational Matters

Immediate Action (within 24 hours)	
<p>Action Plan – Serious Misconduct</p>	<p>Considerations:</p> <ul style="list-style-type: none"> • Seek HR/ER/legal advice regarding the procedure if necessary. • Consider emotional support for employees and students by organising access to counselling on-site or remotely if appropriate. • Refer to your Business Continuity Plan (or equivalent) if the incident involved an employee who holds a business-critical role and implement the plan. • Communication with staff if appropriate. • Communication to external stakeholders including families if appropriate. • Plan media communication if necessary. • Report to appropriate authorities if required. <p>Resources:</p> <ul style="list-style-type: none"> • Early Intervention and Employee Assistance Programs • Office of Industrial Relations (Qld) • How to Manage Work Health and Safety Risks COP • Managing the Risk of Psychosocial Hazards at Work COP • Psychosocial Risk Assessment Tool • Sexual harassment and sex or gender-based harassment Factsheet
<p>Action Plan – Whistleblower</p>	<p>Considerations:</p> <ul style="list-style-type: none"> • Refer to your Whistleblower Policy • Seek HR/ISQ ER/legal advice if necessary, depending on the nature of the complaint. • If it is necessary to stand an employee down pending the investigation and that person holds a business-critical role, refer to your Business Continuity Plan for how their responsibilities will be managed in their absence. • Investigate the complaint. It may be advisable to employ a third party to conduct the investigation depending on the nature of the complaint. • Communication with staff if appropriate. • Communication to external stakeholders including families if appropriate. • Plan media communication if necessary. • Report to appropriate authorities if required. <p>Resources: Information for School Leaders:</p>



	<ul style="list-style-type: none">• ISQ Member Hub - Whistleblower Protection• Whistleblowing• Whistleblower protections Q&A• Protections for corporate sector whistleblowers• Whistleblower protections for not-for-profit organisations <p>Information for Whistleblowers:</p> <ul style="list-style-type: none">• Information Sheet 238 <i>Whistleblower rights and protections</i> (INFO 238)• Information Sheet 239 <i>How ASIC handles whistleblower reports</i> (INFO 239) <p>Support:</p> <ul style="list-style-type: none">• Whistleblower Hotline Services in Queensland• Office of Industrial Relations (Qld)
<p>Action Plan – Organisational Restructure</p>	<p>Considerations:</p> <ul style="list-style-type: none">• Seek HR/ISQ ER advice before starting a process if required.• Consider organising access to counselling on-site or remotely on stand-by for employees. This can usually be accessed through your EAP provider if you have one.• Communicate to employees affected by the restructure by starting the individual consultation process.• Communicate to other employees not directly affected by the restructure to include the post-restructure plan.• Developing and updating a set of FAQs can be a great way to communicate during the consultation process.• Communicate to other stakeholders including parents where appropriate.• Plan media communication if necessary.• Communicate farewells and the end of the process once it is complete. <p>Resources:</p> <ol style="list-style-type: none">1. Early Intervention and Employee Assistance Programs2. Office of Industrial Relations (Qld)



Emergency Response Plans - Natural Disasters (eg storms, cyclone, heavy rains, floods)

Immediate Action (within 24 hours)	
Nature of Incident	<p>Emergency Response Plans – Natural Disasters (eg storms, cyclone, heavy rains, floods)</p> <p>The School Director reserves the right to close the school if severe weather is likely. Parents who learn of the impending event may collect their children early.</p>
Notification of the Critical Incident Committee	<p>During school hours:</p> <p>Upon first warnings admin staff should:</p> <ul style="list-style-type: none"> • Listen for further weather updates, warnings and reports • Advise School Director • School Director to advise CIC team <p>Outside of School Hours</p> <ul style="list-style-type: none"> • School Director to advise CIC team
Action Plan Outside of School Hours	<p>CIC team to make a decision:</p> <ul style="list-style-type: none"> • School to be closed (access to school or site unsafe) • Skeleton staff at school
Action Plan During School Hours	<p>If there is sufficient time and the situation warrants it, the School Director will advise admin staff to contact all parents to collect children if safe and possible.</p> <p>If there is not sufficient time or all children are not collected staff should:</p> <ul style="list-style-type: none"> • Advise parents, if possible, not to collect their children until advised • Secure all doors/windows • Keep students inside the classrooms and away from windows and doors • If a thunderstorm approaches, disconnect all electrical appliances • Use a lockdown sound for students and staff to be able to quickly find a safe location. Follow up with using internal phone system. • If a local evacuation warning is issued, turn off electricity on small electrical appliances, if safe to do so, and assemble all students and staff and follow instructions from emergency services. Please leave fridge on. Site team will shut down main electricity if appropriate. <p>If the storm/cyclone strikes, staff should:</p> <ul style="list-style-type: none"> • Remain calm • Ensure everybody stays inside, away from windows • Not use the telephone (lightning danger)



	<ul style="list-style-type: none"> • Listen for weather updates • During cyclones, beware of the calm 'eye'. Everybody must remain inside until advised by emergency services or the School Director that the danger has passed <p>After the weather event passes, staff should:</p> <ul style="list-style-type: none"> • Listen for warnings and reports of disruption to services • If outside and wanting to go into a building, check buildings for damage and do not enter if in dangerous condition • Before moving outside, check for – damage to buildings, fallen power lines and debris around the building to ensure it is safe to leave • Follow the instructions of the School Director or their delegate • SD to contact SES or emergency services if needed
Assignment of duties	<p>SD to assign CIC member:</p> <ul style="list-style-type: none"> • Contact Emergency Services, SES or Energex • Lead communications • Keep log of events • Set up Teams chat for CIC • Develop comms strategy in case of loss of power, internet etc
Emergency services	Contact Emergency services as soon as possible if needing to do a lock down.
Dissemination of info to parents	Wait until end of event, contact parents.
Completion of incident report	<p>Record all details in the school's incident report system School Portal - Home.</p> <p>Fill out a critical incident form and record on Teacher Kiosk. Critical Incident form.docx</p>
Report to Board Chair	Explain details of the incident and outcome.
Media response	If needed, refer all inquiries to the school's designated spokesperson. Avoid unauthorised public statements.
Counselling	<p>Provide counselling for the child, classmates and staff involved if necessary.</p> <p>Conduct a debriefing session to address concerns and restore calm.</p>
Additional Action (48 – 72 hours)	
Ongoing counselling and support	For those directly and indirectly involved.



Communication to staff, parents or community	Create a comms plan to not over or under communicate.
Restore normal functioning	CIC to meet to review the critical incident form. Work with emergency staff for any follow up. Review action plan and policies.
Follow-up – monitoring, support, evaluation	
Support services for affected community members	For those directly and indirectly involved.
Maintain contact with any injured/affected parties	Keep in contact with affected families.
Comms	Respond in a timely manner. Report to board in next meeting.
Evaluation of critical incident	Bring to CIC meeting to review.
Evaluate if long term concerns (eg inquests, legal)	Bring to CIC meeting.



Emergency Response Plans – Emergency Evacuation Procedure

Immediate Action (within 24 hours)	
Nature of Incident	<p>Emergency Response Plans – Emergency Evacuation Procedure</p> <p>In the event of fire or hazardous material emergency, occupants should evacuate the building and gather at the evacuation assembly point-footpath outside primary carpark on Narrawa Rd.</p>
Notification of the Critical Incident Committee	<p>CIC team to be notified immediately by SD that it is not a drill.</p>
Action Plan	<p>In the event of a fire, staff will:</p> <ul style="list-style-type: none"> • Investigate the fire situation. • If there is any doubt regarding whether there is a fire situation, the Fire Service should still be called. • Activate the fire drill (remote in reception and SD office). • Ensure the safe evacuation of all occupants from the building. • Account for all occupants in the assembly area. • Ensure occupants do not attempt to re-enter the building until it is safe to do so. • Meet the Fire Service and advise them of any information relevant to the emergency. <p>In the event of a fire or hazardous material emergency being located, staff will:</p> <ul style="list-style-type: none"> • Ensure the evacuation of the building – alert all occupants without further compromising life and assist those who are persons with special needs. • Attempt to extinguish the fire if safe to do so. <p>If the fire is small enough, use a nearby fire extinguisher to control and extinguish the fire. Do not fight the fire if the following conditions exist:</p> <ul style="list-style-type: none"> ▪ <i>You have not been trained or instructed in using a fire extinguisher</i> ▪ <i>You don't know what's burning</i> ▪ <i>The fire is spreading rapidly and might block your means of escape</i> ▪ <i>You don't have the proper equipment</i> ▪ <i>You might inhale toxic smoke</i> ▪ <i>Your instincts tell you not to do so</i> <p>Method of operation of firefighting equipment:</p>



Only use a fire extinguisher if you are trained, can identify what is burning and have a clear exit behind you.

Fire Extinguishers:

1. Select appropriate extinguisher for type of fire.
2. Pull pin from squeeze handle.
3. Test extinguisher by squeezing handles briefly.
4. Approach fire aiming nozzle at base of fire.
5. Squeeze handles and operate extinguisher in a sweeping motion.

Hose Reels

1. Hose reels are used on fires involving wood, paper and textiles only, they are not to be used on live electrical appliances or flammable liquids.
2. To release the hose reel, turn the valve on. This will charge the hose and release the nozzle (if fitted with a nozzle release lock).
3. The hose can then be pulled out to the fire, the nozzle operates like a garden hose in most cases by twisting the nozzle, and the nozzle can be adjusted to give a spray pattern or a straight jet.

Fire blankets

1. Fire blankets are used on fires involving chemicals, oil or grease in contained areas.
2. Pull down on the two straps attached to the fire blanket storage case.
3. Hold the two top corners of the blanket with your hands protected from the heat source by the fire blanket.
4. Slowly move towards the fire holding the fire blanket up between you and the heat source.
5. Gently and calmly place the fire blanket over the fire
6. Then find something flat and preferably heavy/metal to place on top of the fire blanket.

Procedure for instructions to workers

For new employees:

- On day one of induction for any new employee, the induction will give *General Evacuation Instructions* and *First Response Instruction*.
- This instruction is to be recorded.
- NOTE The BFSR requires general evacuation instructions to be given within two days and first response instructions within a month of starting work in the building; both sets of instructions may be given at the same time.

Existing employees



	<ul style="list-style-type: none"> • <i>General Evacuation Instructions</i> will be given annually and <i>First Response Instruction</i> biennially. • Instruction will be given by compliance and recorded. <p>Responsible person – evacuation coordination procedures:</p> <ul style="list-style-type: none"> • Nominated staff will receive evacuation procedures <i>one month</i> prior to taking on this role and annually after that. • Evacuation coordination procedures will be given by Compliance and be recorded. <p>Relevant ‘Building Approval’ Documents</p> <p>Certificate of Classification The classification under the Building Code of Australia is Class 9B.</p> <p>Fire Installations within the Building Fire installations within the building are in accordance with the appropriate Australian standards. For more details please refer to the diagrams on the following pages.</p>
<p>Classroom Emergency Procedures</p>	<ol style="list-style-type: none"> 1. <u>Be alert for evacuation ALARM</u> or If you see smoke, flames alert administration office immediately - 601 2. Gather children, leave buildings, go to assembly point – footpath on Narrawa drive 3. If evacuation is during breaks – support children to go direct to assembly point 4. Assist mobility impaired students 5. Close doors – do not lock 6. You will receive roll book at assembly area - check names against class roll 7. Alert “First Observer” (Mercedes) of students present and missing 8. Children to be seated with teacher and await further instruction
<p>Assignment of duties</p>	<p>SD to assign CIC member:</p> <ul style="list-style-type: none"> • Contact Emergency Services, SES or Energex and/or follow up on comms (as above) • Lead communications • Keep log of events • Set up Teams chat for CIC
<p>Emergency services</p>	<p>Contact Emergency services as soon as alarm is activated</p>
<p>Dissemination of info to parents</p>	<p>Dependant on threat level (see above)</p>
<p>Completion of incident report</p>	<p>Record all details in the school’s incident report system School Portal - Home</p>



	Fill out a critical incident form and record on Teacher Kiosk Critical Incident form.docx
Report to Board Chair	If evacuating, call Board Chair asap. Explain details of the incident and outcome.
Media response	If needed, refer all inquiries to the school's designated spokesperson. Avoid unauthorised public statements.
Counselling	Provide counselling for the child, classmates and staff involved if necessary. Conduct a debriefing session to address concerns and restore calm.
Contacts	<ul style="list-style-type: none"> • Call 000 if in imminent danger
Additional Action (48 – 72 hours)	
Ongoing counselling and support	For those directly and indirectly involved.
Communication to staff, parents or community	Create a comms plan to not over or under communicate.
Restore normal functioning	CIC to meet to review the critical incident form. Work with emergency staff for any follow up. Review action plan and policies.
Follow-up – monitoring, support, evaluation	
Support services for affected community members	For those directly and indirectly involved.
Maintain contact with any injured/affected parties	Keep in contact with affected families.
Comms	Respond in a timely manner. Report to board in next meeting.
Evaluation of critical incident	Bring to CIC meeting to review
Evaluate if long term concerns (eg inquests, legal)	Bring to CIC meeting.



Emergency Response Plans – Bush Fire

Immediate Action (within 24 hours)	
Nature of Incident	<p>Emergency Response Plans – Bush Fire</p> <p>The Bush Fire Evacuation Plan generally applies during the peak bush fire season. Primarily September- January, however due to weather conditions, may apply at any time.</p> <p>These procedures apply to situations where the school has the potential of being threatened by bush fire or severe smoke. The school may be advised by the Queensland Police Service or Queensland Fire Emergency Service to evacuate or prepare for evacuation. The School Director may decide to close the school or evacuate if the situation warrants it.</p>
Notification of the Critical Incident Committee	<p>During school hours:</p> <p>Upon first warnings admin staff should:</p> <ul style="list-style-type: none"> • Listen for further weather updates, warnings and reports • Advise School Director • School Director to advise CIC team <p>Before or After school hours:</p> <ul style="list-style-type: none"> • School Director to advise CIC team <p>High alert of bush fire:</p> <ul style="list-style-type: none"> • Call 000 if in imminent danger • Check fire risk board on Samford Rural Fire Service website • Check QRFS and QFES websites • Call Samford Rural Fire Service • Listen to ABC radio • Take direction from QPS and QFES • Have maintenance staff patrol for possible embers
Action Plan Outside of School Hours	<p>CIC team to decide:</p> <ul style="list-style-type: none"> • School to be closed (access to school or site unsafe) • Skeleton staff at school
Action Plan During school hours	<p>High alert of bush fire:</p> <ul style="list-style-type: none"> • Call 000 if in imminent danger • Check fire risk board on Samford Rural Fire Service website • Check QRFS and QFES websites • Call Samford Rural Fire Service • Listen to ABC radio • Take direction from QPS and QFES • Have maintenance staff patrol for possible embers



Severe smoke threat:

- Check fire risk board on Samford Rural Fire Service website
- Check QRFS and QFES websites
- Call Samford RFS 3289 1441
- Admin staff to listen to ABC radio updates
- School Director to take direction from QPS and QFES
- School Director to make decision if school should be closed and evacuated
- School Director to ensure a SMS is sent to all parents to collect students urgently
- School Director to evacuate school as per current fire evacuation procedure to school's meeting point taking first aid kits, EpiPens and Ventolins
- If unable to evacuate to school's current fire evacuation spot (near carpark) due to fire, students to evacuate to Pony Club on Richards Road
- Rolls taken by teachers and marked off as students are collected
- If any remaining students, parents are notified they will be evacuated by staff cars to designated safe location eg: Ferny Grove Station or Samford Village Park for parent collection. Rolls marked off as students collected
- If unable to evacuate, locate students in the classrooms, close windows and doors, turn on air-conditioning systems and take advice from emergency personnel

Threat of bush fire

- Check fire risk board on Samford RFS website
- Check QRFS and QFES websites
- Call Samford RFS 3289 1441
- Admin staff to listen to ABC radio updates
- School Director to take direction from QPS and QFES
- School Director with consultation from CIC to make decision if school should be closed and evacuated
- School Director to ensure a SMS is sent to all parents to collect students urgently and that evacuation point will be the school unless otherwise advised (eg Pony Club on Richards Rd)
- School Director to evacuate school as per current fire evacuation procedure to school's meeting point, taking first aid kits, EpiPens and Ventolin
- From the meeting point, School Director is to take into account the direction and urgency of the fire and seek advice from emergency personnel
- School rolls to be taken so all students accounted for



	<ul style="list-style-type: none"> • Staff count to be taken • If necessary, School Director makes decision to evacuate students by foot to the Pony Club on Richards Road (800M NE of the school) via equestrian fields. This allows two access routes by cars, ample space, large car park and water • Teachers to evacuate with their class • Admin and other staff not required to be with students to drive their cars to the Pony Club • Radios are to be taken by the leading staff member and the staff member at the rear of the group • Staff count and class rolls are taken again once students arrive at new evacuation point • Any remaining students to be evacuated by staff car to designated safe location eg: Ferny Grove Station or Samford Village Park for parent collection
Assignment of duties	<p>SD to assign CIC member:</p> <ul style="list-style-type: none"> • Contact Emergency Services, SES or Energex and/or follow up on comms (as above) • Lead communications • Keep log of events • Set up Teams chat for CIC • Develop comms strategy in case of loss of power, internet etc
Emergency services	Contact Emergency services as soon as possible if needing to do a lock down
Dissemination of info to parents	Dependant on threat level (see above)
Completion of incident report	<p>Record all details in the school's incident report system School Portal - Home</p> <p>Fill out a critical incident form and record on Teacher Kiosk Critical Incident form.docx</p>
Report to Board Chair	<p>If evacuating, call Board Chair before hand.</p> <p>Explain details of the incident and outcome.</p>
Media response	<p>If needed, refer all inquiries to the school's designated spokesperson.</p> <p>Avoid unauthorised public statements.</p>
Counselling	<p>Provide counselling for the child, classmates and staff involved if necessary.</p> <p>Conduct a debriefing session to address concerns and restore calm.</p>
Contacts	<ul style="list-style-type: none"> • Call 000 if in imminent danger • Check fire risk board on Samford Rural Fire Service website • http://www.samfordrfrb.org.au/?page=ContactUs



	<ul style="list-style-type: none"> • Check QRFS and QFES websites https://www.qfes.qld.gov.au/Pages/default.aspx • Call Samford Rural Fire Service 3289 1441 • Listen to ABC radio
Additional Action (48 – 72 hours)	
Ongoing counselling and support	For those directly and indirectly involved.
Communication to staff, parents or community	Create a comms plan to not over or under communicate.
Restore normal functioning	CIC to meet to review the critical incident form. Work with emergency staff for any follow up. Review action plan and policies.
Follow-up – monitoring, support, evaluation	
Support services for affected community members	For those directly and indirectly involved.
Training for all staff	<ul style="list-style-type: none"> • General evacuation training annually • Fire response training two years (Fire Equipment) • Warden training annually • New staff to be inducted in regards to evacuation procedures within two days of commencement and fire response training within two months • More than 80% of staff to be trained in first aid
Maintain contact with any injured/affected parties	Keep in contact with affected families.
Comms	Respond in a timely manner. Report to board in next meeting.
Evaluation of critical incident	Bring to CIC meeting to review.
Evaluate if long term concerns (eg inquests, legal)	Bring to CIC meeting.



Emergency Response Plan – Ambulance

Immediate Action (within 24 hours)	
Nature of Incident	<p>Emergency Response Plans – Ambulance</p> <p>This set of procedures is to be used when a decision to call an ambulance (000) has been made. In all situations where there is a suspected head injury, a fall from a height or snake bite, an ambulance must be called – this is non-discretionary.</p>
Notification of the Critical Incident Committee	<p>Notify School Director 0412 673 492 as soon as practical (or delegate). SD to notify Economic Development Director asap.</p>
Action Plan	<ul style="list-style-type: none"> • Follow first aid procedures (dependent on injury). • If in doubt call 000 • Send a runner or call reception • Reception to call parents and print out medical history for ambulance
Assignment of duties	<p>SD</p> <ul style="list-style-type: none"> • Stay until parents and/or ambulance arrive • Take on lead first aid role • Record any stats or updates (e.g. in and out of consciousness) <p>Reception</p> <ul style="list-style-type: none"> • Continue to call parents until alerted • Send a person to stand on the road • Print out medical details <p>Staff member first on scene</p> <ul style="list-style-type: none"> • If in doubt call an ambulance • Send runner or call receptions and/or SD • Stay with injured person at least until SD arrives • Ensure DRSABC is followed • Ensure incident is recorded on incident report or pastoral care
Emergency services	<p>Contact Emergency services as soon as necessary</p>
Dissemination of info to parents	<p>Reception to call as soon as ambulance has been called.</p> <p>Give parents SD mobile so they can directly call if they need more information at the hospital.</p>
Completion of incident report	<p>Record all details in the school's incident report system School Portal - Home.</p>



	<p>Fill out a critical incident form and record on Teacher Kiosk. Critical Incident form.docx</p> <p>Fill out a pastoral care record on TK</p>
Report to Board Chair	If serious report to Board Chair immediately, otherwise include on WHS report
Media response	If needed, refer all inquiries to the school's designated spokesperson. Avoid unauthorised public statements.
Counselling	<p>Provide counselling for the child, classmates and staff involved if necessary.</p> <p>Conduct a debriefing session to address concerns and restore calm.</p>
Additional Action (48 – 72 hours)	
Ongoing counselling and support	For those directly and indirectly involved.
Communication to staff, parents or community	Contact parents and follow up.
Restore normal functioning	CIC to meet to review the critical incident form. Work with emergency staff for any follow up. Review action plan and policies.
Follow-up – monitoring, support, evaluation	
Support services for affected community members	For those directly and indirectly involved.
Maintain contact with any injured/affected parties	Keep in contact with affected families.
Comms	<p>Respond in a timely manner.</p> <p>Report to board in next meeting.</p>
Evaluation of critical incident	Bring to CIC meeting to review
Evaluate if long term concerns (eg inquests, legal)	Bring to CIC meeting.



Business Continuity Plan

Phone System	
What happens	Phones have no power. Phones ring and get extension message but do not ring on phone, goes to message bank. Does not divert to the fail over mobile
Notes	
Service Definition / Usage	Main communication from classrooms and from parents
< Half Day Offline Plan	Advise Staff that system is Offline and implement the following. SMS message to all Staff via TASS with Time of Next update.
Half to 2 Days Offline Plan	Communicate via staff Mobiles. Provide an update to staff
More than 2 Days Offline Plan	Communicate school mobile to parents. Provide updates to staff and parents
OSHC - QikKids - Rolls	
What happens	Record on paper
Notes	
Service Definition/Usage	Tracks students that are in the service and not in the service.
< Half Day Offline Plan	Advise Co-Ordinator of OSHC that system is Offline via Phone Call and SMS and that they need to set up hotspot to mobile phone to mark Rolls/Use Paper system. Include time of next update.
Half to 2 Days Offline Plan	Use paper system and upload attendance once back online Update OSHC Coordinator
More than 2 Days Offline Plan	Use paper system and upload attendance once back online Update OSHC Coordinator
TASS	
What happens	Fails
Notes	
Service Definition Usage	Access to Student information including medical information.
< Half Day Offline Plan	Advise Staff that system is Offline and Implement the following. School Day - Email and Team announcement to all Staff via email advising time of next update. <ul style="list-style-type: none"> • teachers to have emergency contacts of class • EC and Primary - Paper Roll • High School - Paper Roll All severe medical alerts are printed off and displayed in staffrooms and reception have a copy



Half to 2 Days Offline Plan	Camps and excursions- use medical information listed on the risk assessment. Ring parents to confirm any updates on severe medical alerts. Utilise email/phone to get up to date info. Postpone if do not have current emergency contacts printed out. Advise staff of updates
More than 2 Days Offline Plan	As previous
OSHC - Phone System	
What happens	Phones fail
Notes	
Service Definition/Usage	Allows Parents and outside staff members to contact OSHC
< Half Day Offline Plan	Advise Co-Ordinator of OSHC that system is Offline via phone call and SMS and of the Diversion that is in place to school mobile. Include a time of next update.
Half to 2 Days Offline Plan	Communicate with parents the diversion is still in place and provide updates
More than 2 Days Offline Plan	Communicate with parents the diversion is still in place and provide updates