



CRITICAL INCIDENT MANAGEMENT PLAN & TRAINING

**PREPARE YOUR TEAM TO
RESPOND EFFECTIVELY**

Critical incidents can strike at any time, may cause harm and can attract intense public scrutiny. A coordinated response and the engagement of stakeholders may prevent a critical incident turning into a crisis.

CRITICAL INCIDENT MANAGEMENT PLAN

Unlike routine emergencies that can be handled by your Emergency Control Organisation (Wardens) a critical incident will require a strategic response from the school leadership team.

Critical incidents may include physical or sexual assault, a serious vehicle accident, flood, major fire, or the death of a student or staff member. Schools can also be affected by a range of financial, legal, operational and reputational incidents.

A critical incident may cause disorder and confusion—this is the time when an established set of procedures becomes invaluable to deciding on the best course of action. Your Critical Incident Management Plan includes the team structure, roles and responsibilities of members, how to assess a situation, manage stakeholders, communicate effectively and the post-incident recovery process.

CRITICAL INCIDENT MANAGEMENT TRAINING

While a critical incident is unfolding there is no time for trial and error. Having staff who are prepared and practiced in being able to respond effectively is vitally important. The purpose of this course is to provide attendees with the capability to manage the safety of all staff and students, as well as protect the integrity of the environment and the school's reputation.

COURSE OVERVIEW

- The course begins with an introduction to the Critical Incident Management Plan's purpose and scope, followed by an outline of the roles of each team member and how to apply response procedures.
- There will be a discussion on the escalation process and how to effectively work with affected stakeholders such as members of the school community, authorities, regulatory bodies and the media.
- In the second part of the course an interactive desktop exercise will be initiated and the participant group will be activated as a Critical Incident Management Team.
- As the incident unfolds, participants will be actively involved in making decisions to effectively manage the situation.
- Once the initial response has been implemented, the desktop exercise will conclude with the development of a short, medium and long term recovery strategy.

If your school does not have a Critical Incident Plan, or you would like more information on a training course, please call 1800 811 543 or email criticalincident@dynamiq.com.au



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