

Responding To A Traumatic Or Critical Incident In Which The School Is Involved.

- The service 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 the school 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 the school.
- 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.
- The service may be in a position to help grieving families at difficult times. e.g. through the school's participation in the funeral service.
- While the service 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 OSHC

Incidents vary in 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:

- Provision of clear accurate information
 - Description of action to be followed.
 - Provision of help for all affected.
 - Maintenance of after school program.
1. Obtain accurate information. Deal only with substantiated facts.
 2. As soon as possible inform staff, especially those most directly involved and the Approved Provider. Inform close friends and family individually. Allow questions and discussion as they arise.
 3. Appoint a skilled support team to assist in the management of the incident. The team may include staff members, counsellors, external DE&T 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.
 4. As soon as possible provide information to the community as to what has happened, and what is being done.

5. The school and/or the approved provider will deal with all media requirements. A written press release may be useful. If necessary, protect others from contact with the media.
6. Establish an open line of contact with the family or families directly involved.
7. Provide out of hours contact if necessary. This could be as simple as circulating the Approved Provider telephone number. In more complex situations it may mean maintaining telephone contact at the school.
8. Continue contact with the family to identify their expectations of the school, e.g. student participation in funeral or memorial service.
9. Try to identify those most likely to need help, e.g. classmates, teacher, special friends.
10. Ensure that counselling help is available for all. Contact the Regional Office and/or DE&T Emergency Management if necessary.
11. Continue to keep staff, students and parents informed, especially about what has happened and what the school is doing about it.
12. As soon as possible call students together and provide information about what has happened and what the service is doing about it.
13. Children wishing to attend funerals should be encouraged to do so in the company of their parents. Provide meaningful participation for those not actually attending the service.
14. Continue normal routines at the service but acknowledge the effect of tragedy on the school 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.
15. Maintain links with the family. The service and family may wish to develop a memorial garden, erect a memorial plaque, or display a photo in a prominent position in the service.
16. Look after yourself.....take a break!
17. Review this process after any significant incident.

POLICY REVIEW AND APPROVAL

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