



EYNESBURY
COLLEGE

CRITICAL INCIDENT PROCEDURE

SECTION D - PROCEDURE

Related Policy

Critical Incident Policy

Fee Refund Policy

D.1 Procedure

Responsible	Procedure Steps		W/I
	1	Initial Response Procedure	
Most Senior Staff Member	1.1	Assess the situation and consider any apparent risks to your own safety and the safety of others. Where you consider a critical incident to be apparent or likely, you must alert a member of the Critical Incident Management Team (CIM). This includes where a critical incident or emergency occurs, causing disruption to the welfare arrangements of an under 18 student. In this instance alternate arrangements will be approved in accordance with the Homestay and Residence Placement, Arrival and Transfer Policy .	✓
	1.2	Provided there is no threat to personal safety in doing so, take steps to minimise further damage or injury. This may involve organising bystanders to provide support.	✓
Critical Incident Management Team Member	1.3	Assume responsibility for re-assessing the incident. Deal with matters of immediate urgency e.g. establishing clear lines of communication with emergency services, media liaison, briefing switchboard staff, informing the school community, the Homestay Host and determining who needs to be contacted.	✓
	1.4	Contact other CIM Team members as appropriate and, where considered necessary, arrange a CIM Team meeting to discuss and plan next actions to be taken. Timing of the meeting is dependent on the urgency of the situation and decisions required to be taken.	✓
	1.5	As soon as practical prepare a Critical Incident Initial Report outlining details re: the type of incident, the exact location and details of any person or persons who might be injured, in distress, or at risk.	✓

Responsible	Procedure Steps			W/I
	2	Follow-up Procedures		
Critical Incident Management Team	2.1	With assistance from others as required, provide ongoing support to persons affected and seek to restore college routines. This process may include the following: <ul style="list-style-type: none">• Providing accurate and up to date information to the College community• Providing ongoing support for students and staff members as required (refer Critical Incident Follow-up Work Instruction)• Fees issue to be resolved if student cannot continue with their studies including refund of fees to pay repatriation or associated expenses if necessary		✓
	2.2	Organise a de-briefing to evaluate response procedures, make recommendations for handling future critical incidents and identify professional development and training needs which may need to be addressed as a result of the incident.		✓
College Director/ Manager, Student Services	2.3	Ensure thorough records are kept of the incident and the action taken and placed in a local file created specifically for the purpose, and also on relevant student files, where applicable (refer Critical Incident Follow-up Work Instruction).		✓

D.2 Supporting Documentation

Related material	Location
Critical Incident Follow-up Work Instruction	

Form templates	Retention time	Location
Critical Incident Report Cover Sheet	Destroy 5 years after last action	Share point
Navitas Health and Safety Incident Report		Navitas Intranet

Records (including completed forms)	Retention time	Location
Critical Incident Report	Dependent on incident type	DoneSafe

D.3 Version Control

Current Version Number	1.7
Date of Effect	01/2025
Privilege Level	Public

APPENDIX 1

CRITICAL INCIDENT
MANAGEMENT TEAM

EMERGENCY NUMBER:
0421 179 455
RETAIN COPIES AT WORK
AND HOME

MEMBERSHIP					
Henny Chandra	8216 9050	0450 592 338			
Kylie Jonas	8216 9172	0432 200 317			
			Dimitri Makris		0431 419 183
			(By invitation where necessary)	8216 9141	0448 878 942
			Ann Sherwell	8216 9141	0421 179 455
			Eleanor Low		
Craig Willis	8216 9150	0402 246 066			
Lynne Hoffmeister	82169132	0419 596 634	Margo Styles	82169129	0413 516 790

The Critical Incident Policy covers students and staff members working in educational programmes delivered by Eynesbury College. It is available in electronic form at *Policies on Eynesbury* on your computer and members of the CIM team are required to be familiar with it.

The membership of the CIM team is necessarily large as not all members will be contactable when an emergency occurs, and the team required may be different dependent on the circumstances.

The CIM team may additionally co-opt others as the situation demands.

The College Director will jointly update membership of the CIM team annually in January or as staff movements dictate.

Emergency Numbers	
Fire, Police and Ambulance	000
Police Headquarters (24 hours)	131 444
Southern Cross 24/7 Response Centre	1300 136 102

Lifeline (24 hour crisis)	131 114
Crime Stoppers SA	1800 333 000
Domestic Violence Crisis Line	1800 800 098
Alcohol & Drug Information Service	1300 131 340
Royal Adelaide Hospital	7074 0000
Legal Help Line	1300 366 424
National Security Hotline	1800 123 400
Assessment and Crisis Intervention Service (Mental Health)	131 465
Flinders Medical Centre	8204 5511
Women's and Children's Hospital	8161 7000
Poisons Information Centre	131126
Crisis Care – Child Protection (after hours and emergency help)	131611
Rape and Sexual Assault Service	8226 8787 or (freecall) 1800 817 421
Translating and Interpreting Service	13 14 50
State Emergency Service	132500
For translation service in an emergency situation dial	1300 655 010