



Department of
Education

Incident Management in Schools

How P&Cs can help school
communities impacted by
significant events

WACSSO Conference
August 2023

Shaping the future

August 2023

Acknowledgement of Country





Department of
Education

Incident Management

How P&Cs can help school communities impacted by significant events

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Shaping the future

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Outcomes

Participants will:

- be introduced to key frameworks, principles and interventions.
- be informed of the Department's approach to incident management.
- build on knowledge of the influences contributing to individual and community responses when an incident occurs.
- identify what they may take back to their P & C committee.

Question session

Reflecting on incidents:

- What worked well?
- What support was offered?
- What did I learn from the experience?

Looking after yourself



History of schools and critical incidents



“As has been shown in the history, humans appear to have a need to respond in some way to critical incidents”. (*Stewart, 2008, 75*)

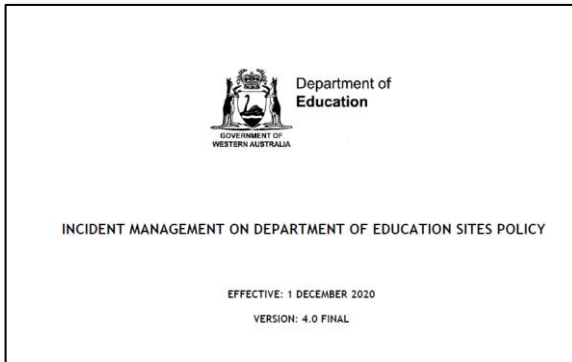
**“Prior to the 1990s, school critical incidents were often ignored by school leaders or not seen as the school’s concern”.
(*Pitcher and Poland, 1992*)**

What is an incident?

An incident can be any actual or alleged event or situation that:

- Is associated with a high likelihood of traumatic effects and can evoke **unusual or unexpectedly strong emotional** reactions which have the **potential to interfere with** the ability of the individual, group or system to **function** either at the time or later;
- Causes **harm** or creates a **risk of** causing harm to staff, student, visitors and contractors' safety, health and wellbeing either **directly or indirectly**;
- is **brought to the attention of the school**, regardless of when or where it occurred, provided it is **impacting on the student or other students within the school environment**;
- Affects or risks **affecting the continuity of school operations**, including matters of security, property damage or emergencies; and
- Requires **police notification** or involves matters of **serious conduct**.

Department Policy and Manual

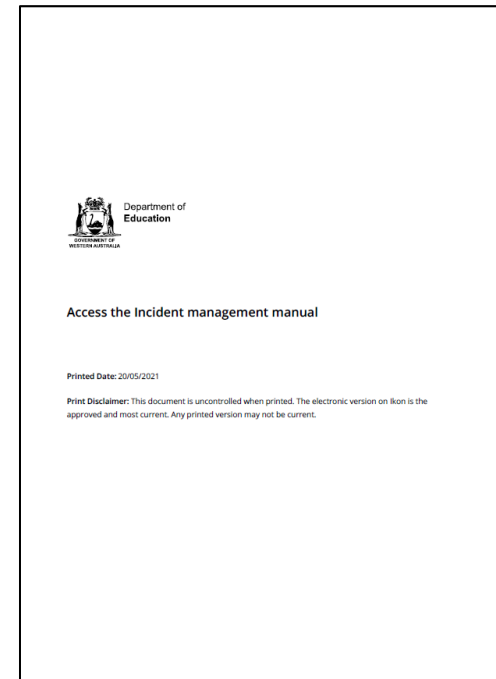


Policy Statement:

The Department of Education manages critical incidents to reduce the likelihood of occurrence; minimises the impact on students, staff and site activities; and facilitate the return of the site to normal operations as soon as possible.

Policy Rules:

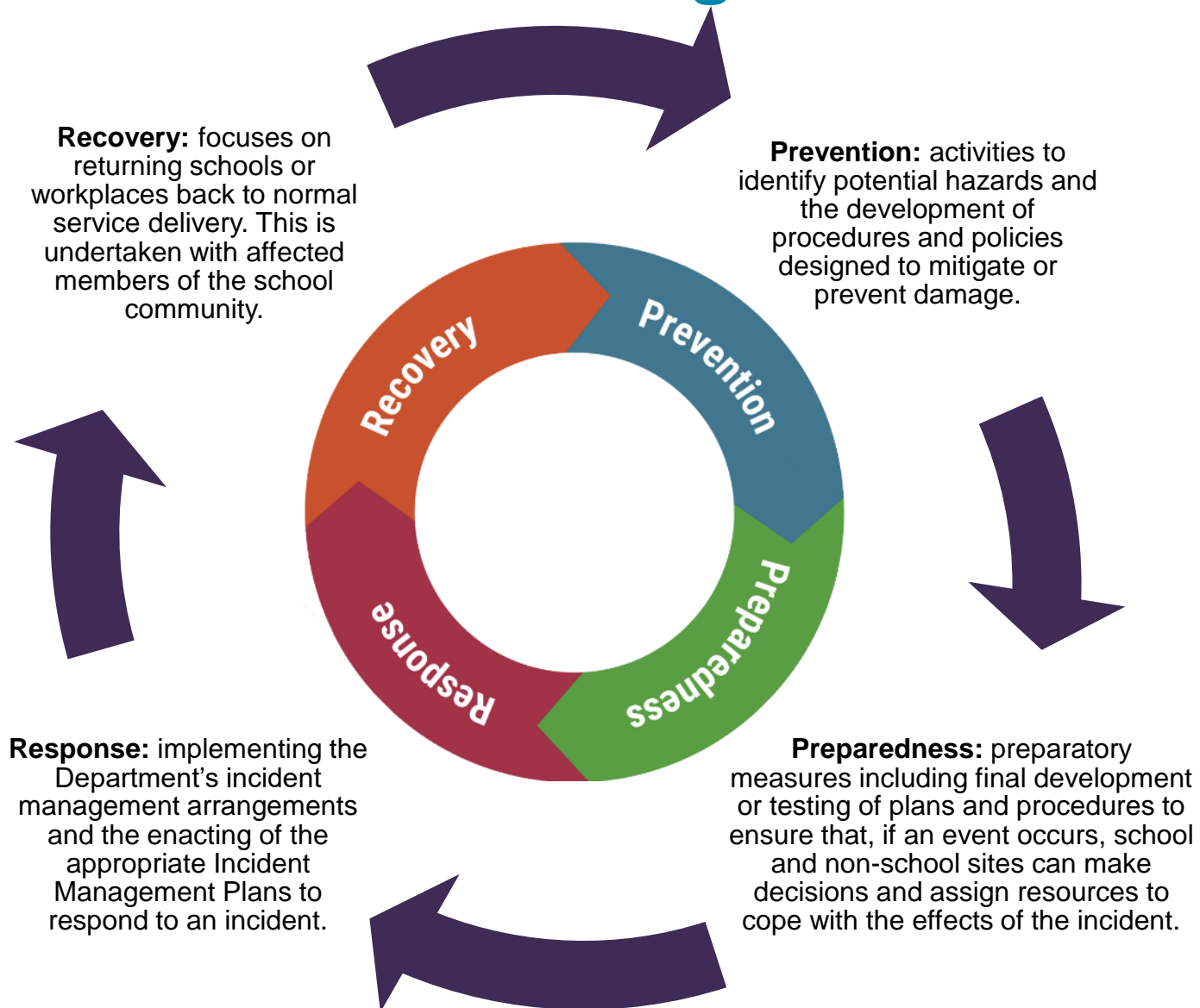
All employees must comply with the Incident Management Manual.



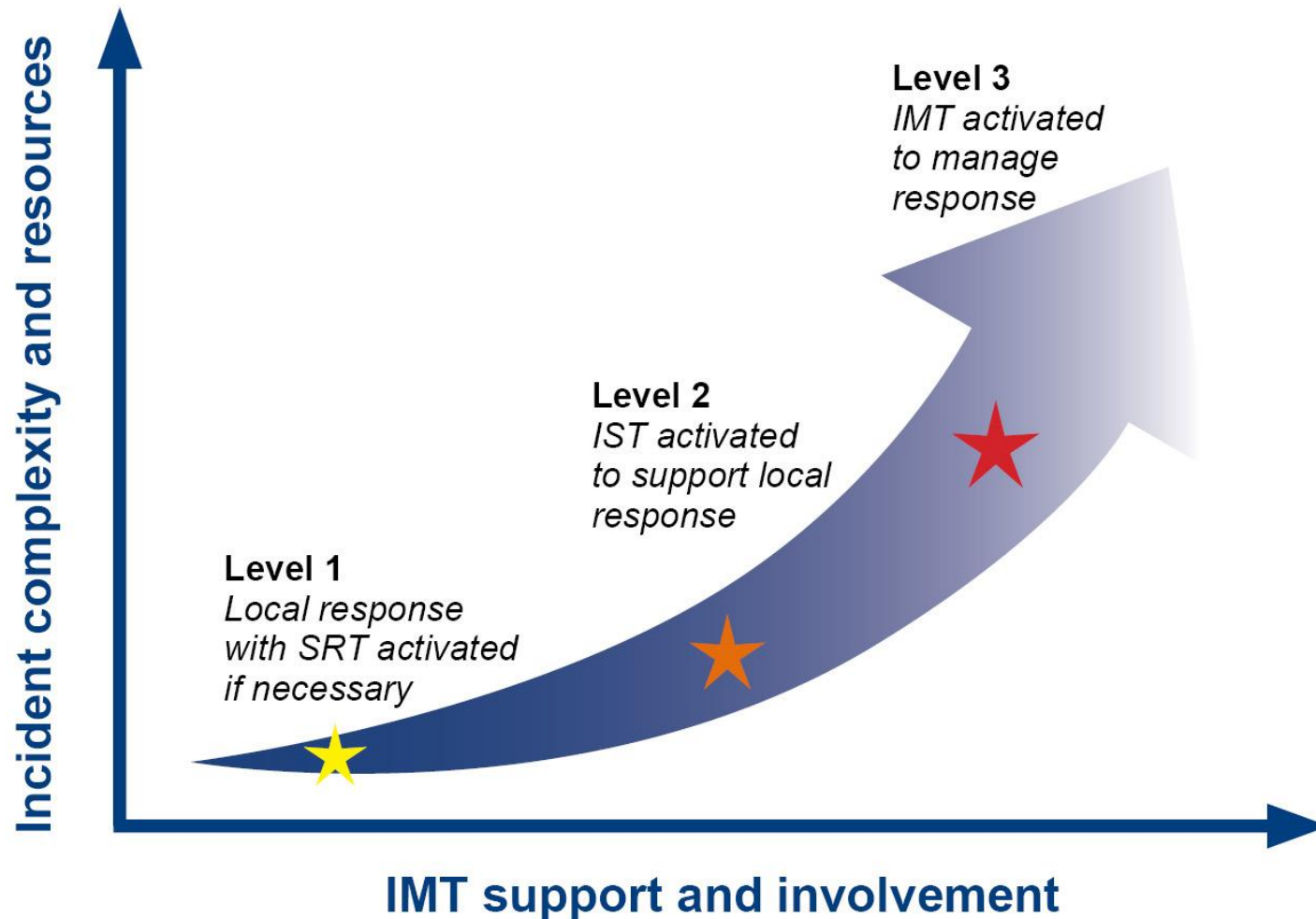
Incident management principles

Principle	Approach
Resilience	Building resilience is the collective responsibility of everyone involved. Strengthening resilience and capacity to cope with, adapt, respond to, and recover from incidents will empower school communities to grow and learn.
Safety	The safety and wellbeing of all students, staff, contractors, volunteers and visitors is paramount and all decision-making should prioritise this outcome.
All hazards	Consider the broadest range of risks, threats and hazards that could impact upon not only school and non-school sites but also outside of these facilities, such as a natural disaster, a health pandemic or terrorism. These events could occur at a regional, state or national level. While responding to these hazards may not primarily fall to the department, the department may need to plan for and respond to the impacts of such events on its students, staff, stakeholders and school communities.
Command and control	Pre-established and well understood protocols and structures exist that define the interrelationships between stakeholders during an incident. Consider protocols and structures that facilitate effective command, control and coordination.
Tiered response	The response is increased or decreased at the school, region or system level according to the level of resourcing and support required.
Communication	Communication is based on verified information, timely and appropriate to the audience.
Trained and capable people	The department has appropriate levels of trained, capable and supported people to effectively undertake all aspects of incident management.
Role recognition	The roles and responsibilities of other agencies are understood and respected.

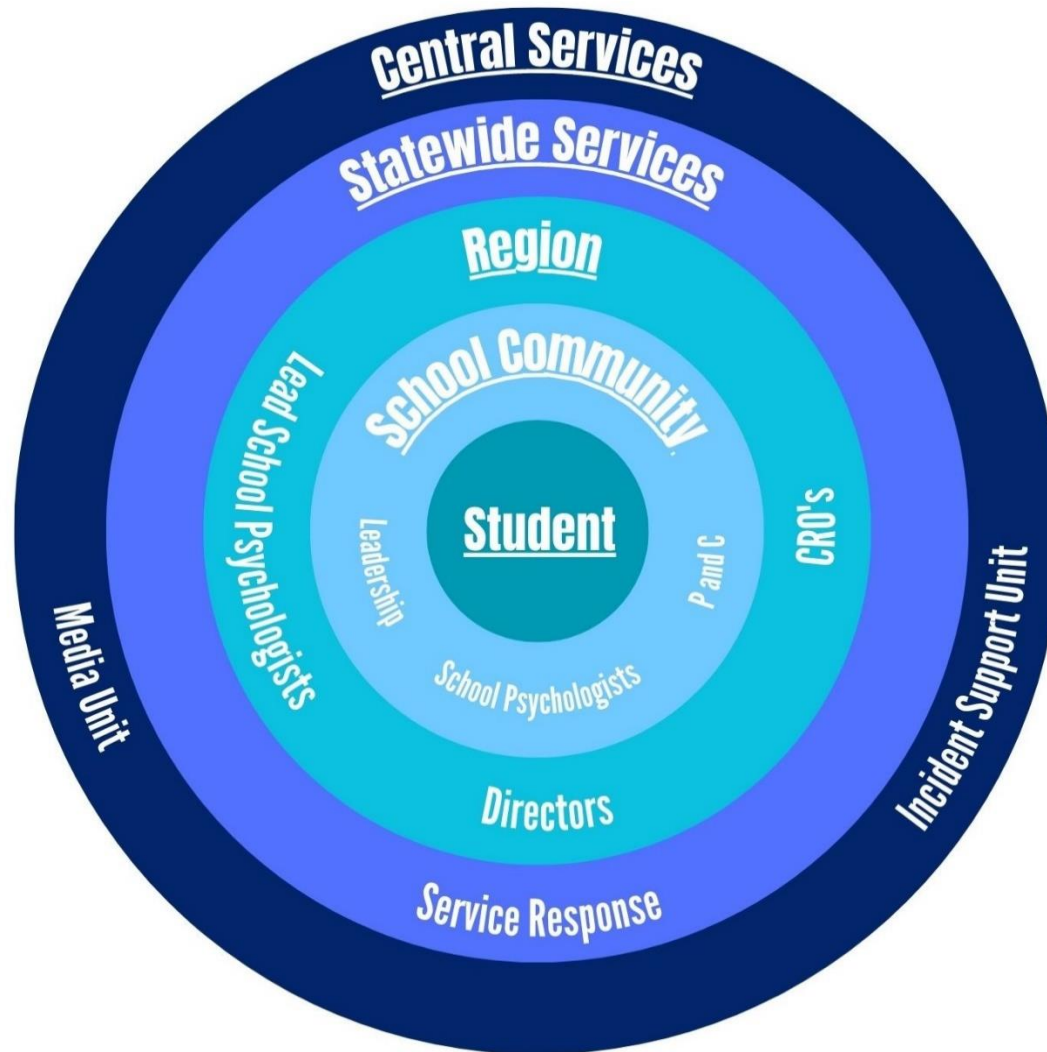
Phases of incident management



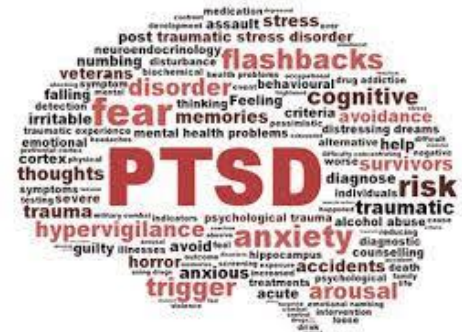
Tiered approach to incident management



Systems of Support



Incident management concepts

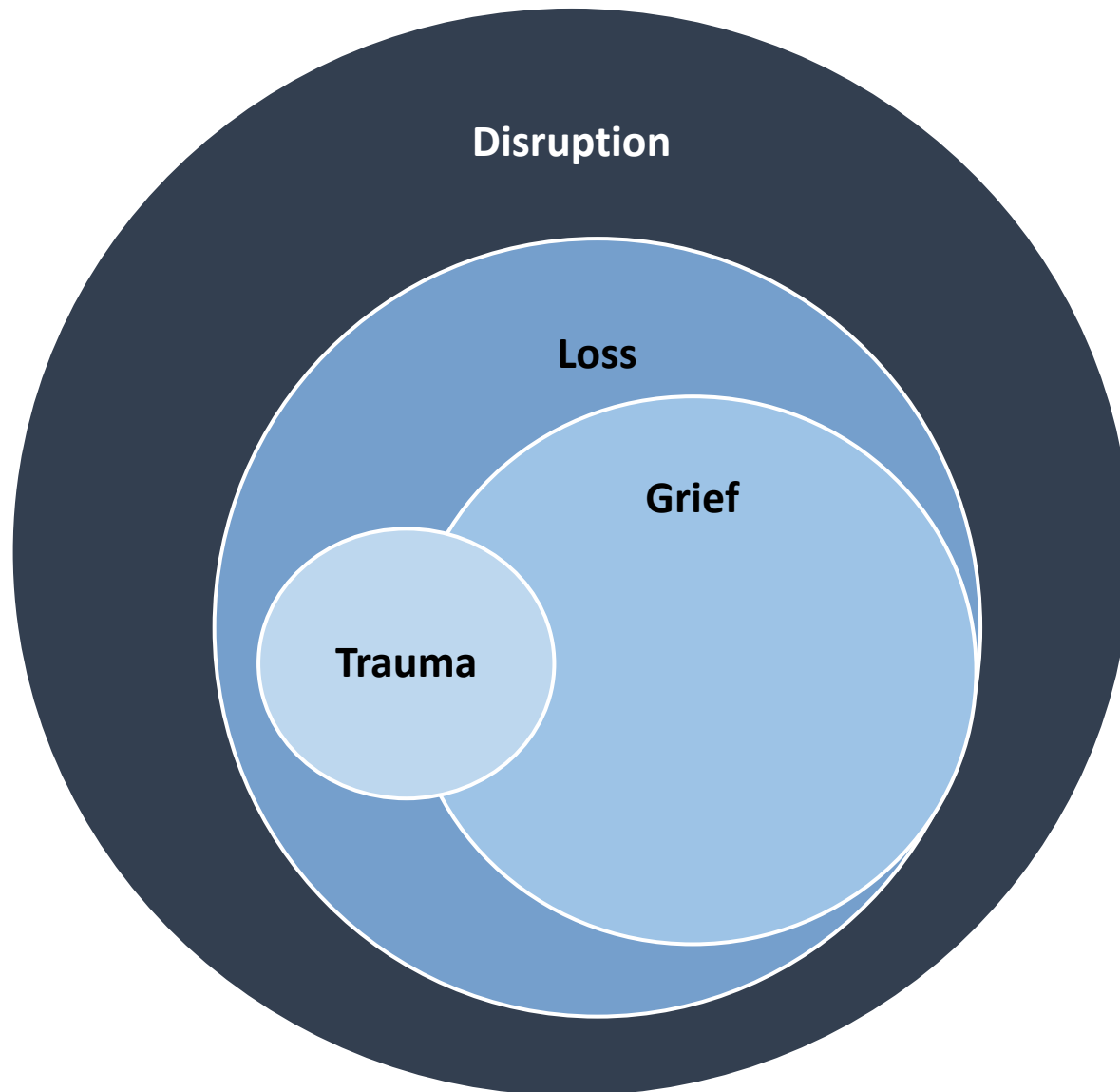


Impact assessment

“We may not be able to create or control all of the events that impact our lives but we can create and control our response to everything that we experience.”

(I. Lee)

Potential impacts



Communication in incident management



Communication
is key



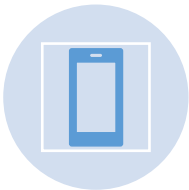
Facts essential



Language



Timing



Platform



Monitoring

Psychological first aid



Maslow's hierarchy of needs



Question session

Reflecting on incidents:

- What worked well?
- What support was offered?
- What did I learn from the experience?

Summary:

- Key frameworks including PPRR;
- Department's structure of school community, regional and central supports and guidelines;
- How an incident affects a population differently;
- What we can do to support

Resources

Head to Health provides links to trusted Australian online and phone supports, resources and treatment options for all adults and young people.

<https://headtohealth.gov.au>

Smiling Mind is a unique tool to bring mediation and mindfulness to your life. www.smilingmind.com.au

MindUP is a set of comprehensive resources to help bring MindUP into your home to support you and your family. <https://mindup.org/mindup-for-families/>

Mental Health Online provides comprehensive and effective online services and programs free of charge. <https://www.mentalhealthonline.org.au>

Support services

Crisis Care: is a telephone information and counselling service for people in crisis needing urgent help. It operates after hours, 7 days a week.

Phone (08) 9223 1111 or 1800 199 008 (country free call)

Crisis Care can be accessed through the translating and interpreting service on 13 14 50.

Lifeline Phone: 13 11 14 (24 hours/7 days)

Text: 0477 13 11 14 (6pm – midnight AEDT, 7 nights)

Chat online: <https://www.lifeline.org.au/crisis-chat>

Rural link: Adult service for crisis and suicide prevention. It is a specialist after hours mental health telephone service for people in rural communities of Western Australia.

Phone: 1800 552 002 Availability: 4.30pm – 8:30am Monday to Friday and 24 hours Saturday, Sunday and public holidays.

Mental Health Emergency Response Line: for anyone involved in a mental health emergency in the community:

Metro: 1300 555 788

Peel: 1800 676 822

Rural Link: 1800 552 002

TTY: 1800 720 101



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Thank you