

MONTPELLIER PRIMARY SCHOOL MANAGING AND REPORTING INCIDENTS POLICY



Help for non-English speakers

If you need help to understand this policy, please contact the Language Loop:

Phone 03 9280 1955 for interpreters.

PURPOSE

This policy and associated guidelines and procedures apply to incidents that impact students and/or school operations that are brought to the attention of the school regardless of when and where they occurred, provided they impact on the student or other students within the school environment, including camps and excursions.

Schools must manage and report incidents in accordance with the guidance and procedures described.

DETAILS

This policy applies to incidents that occur during or outside school hours at the following locations:

- at government schools
- services delivered by school councils within the school environment including outside school hours care
- during travel to and from school
- online school environments
- school camps, excursions, or outdoor adventure activities
- any other location where there is subsequent impact on students or the school community.

An incident is an actual or alleged event or situation that:

- causes harm or creates a risk of causing harm to a student's health, safety or wellbeing either directly or indirectly while under the care or supervision of the school, including international students
- impacts a student and 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
- causes harm or creates a risk of causing harm to an employee's health, safety or wellbeing either directly or indirectly in the work setting
- affects or risks affecting the continuity of school operations, including matters of security (including cyber security), property damage and emergencies
- requires police notification or involves matters of serious conduct
- is a WorkSafe [notifiable incident](#).

SCHOOL MANAGEMENT AND REPORTING

Schools are required to manage incidents according to 6 stages of the department's management and reporting incidents (including emergencies) process. Detailed guidelines and procedures on the 6 stages, are:



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<p>1. Identifying an incident and immediate response</p>	<p>The immediate safety of students, staff and the education community is paramount. The following actions may be required:</p> <ol style="list-style-type: none"> 1. provide first aid 1. contact emergency services on 000 2. enact the school's (or site's) emergency management plan 3. capture and preserve evidence (such as 'notifiable incidents' to WorkSafe or for criminal investigations) 4. contact nominated family or carers.
<p>2. Reporting an incident (Report for Support)</p>	<p>Following the immediate response, the principal (or delegate) is responsible for assessing the severity of the incident, using the Severity rating decision-making matrix (PDF) – refer to Guidance tab for detailed advice.</p> <p>Incidents are rated as either:</p> <ul style="list-style-type: none"> ● Low ● Medium ● High ● Extreme. <p>Incidents assessed as Low or Medium can be reported directly into eduSafe Plus (staff login required) by the principal (or delegate). The principal (or delegate) is to contact the Incident Support and Operations Centre (ISOC) on 1800 126 126 to report 'High' or 'Extreme' severity incidents for support (report for support). ISOC provides immediate advice and connects schools to local or centralised services that can support response and recovery. ISOC will report incidents in eduSafe Plus on behalf of the school. This assessment indicates whether the incident is likely to reoccur. If so, then additional support can be sourced from relevant services to mitigate future risk. In addition, all identified hazards, minor injuries and near misses involving employees, volunteers, visitors, contractors and members of the public must be reported in eduSafe Plus. Refer to: OHS Management System Overview – eduSafe Plus</p>
<p>3. Ongoing support and recovery</p>	<p>The school principal (or delegate) is responsible for providing immediate relief support to impacted students, staff and the education community. Where necessary and appropriate, additional support will be provided by school support staff and corporate office staff based in regional and central offices. When an incident is reported to ISOC, ISOC staff will ask the principal (or delegate) whether they require additional support (including recovery support) during the call.</p>
<p>4. Investigation</p>	<p>Some incidents may trigger investigations under other department policies and legislative schemes (for example, privacy breaches should be reported in accordance with the Privacy and Information Sharing policy, mandatory reporting to the Department of Families, Fairness and Housing). A</p>



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	<p>preliminary investigation screening should be undertaken within 2 days of an incident being reported to the ISOC.</p> <p>For WorkSafe notifiable incidents, the principal and/or their delegate are to conduct a formal incident investigation within 24 hours of the notifiable incident, where possible, using the Hazard and incident investigation template (DOCX) or equivalent.</p> <p>For the investigation, the principal and/or their delegate may decide to convene an incident investigation team, comprising school leadership staff, the school’s health and safety representative (HSR), affected employee and other employees, depending on the nature of the incident. The investigation should seek to identify the causes and any potential hazards, and provide recommended control and preventative measures.</p>
5. Incident review and closure	<p>This stage outlines the process and accountabilities for incident reviews and closure. Reviews are discretionary but provide a valuable learning opportunity. The incident severity rating informs the responsible authority for closing incidents, in consultation with the principal. Incidents are closed when current and/or future risk is eliminated, mitigated or accepted.</p>
6. Analyse and learn	<p>This stage provides an overview of the department’s data analysis framework for analysis of incident information. Incident data analysis includes monitoring, interrogating and acting on identified trends. Security and Emergency Management Division undertake regular data analysis and reporting.</p>

RELATED POLICIES

- CCTV in Schools – Installation and Management
- Child Protection and Child Safe Standards (PROTECT)
- Complaints, Misconduct and Unsatisfactory Performance — Teaching Service
- Crime Prevention in Schools
- Emergency and Critical Incident Management Planning
- OHS Management System (OHSMS) Overview
- Reportable Conduct Scheme
- Students Absconding or Going Missing from School
- Suicide Prevention and Response
- Weapons and Other Harmful Items — Banning, Searching and Seizing



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POLICY REVIEW AND APPROVAL

Policy last reviewed	May 2023
Approved by	Principal in conjunction with the School Council
Communication and feedback	This policy is always accessible on the school website and feedback from the community can be directed to the school at any time for the School Council to consider.
Next scheduled review date	2027 (3-4 Year Cycle)

If changes from the Department of Education occur or if there is feedback from the community, this policy will be reviewed.