



Critical Incident and Emergency Response Policy

Policy number	NSW0019	Version	1.0
Drafted by	MSA	Approved by board on	March 2025
Responsible person	Principal	Scheduled review date	March 2026

Table of Contents

1	Organisational Statement	1
2	Scope	1
3	Purpose	2
4	Related Documents	2
5	References	2
6	Definitions	2
7	Policy	3
8	Health and Safety Committee	4
9	Responsibilities	4
10	Recordkeeping	5
11	Privacy	5
12	Breach of Policy	6
13	Review	6
14	Communication	6

1 Organisational Statement

- 1.1 Mastery Schools Australia (“**MSA**”) is committed to ensuring a safe work and school environment for all staff and students.
- 1.2 This Policy supports emergency management planning for MSA schools operating in NSW.
- 1.3 The Policy forms part of the Emergency Management Plan for MSA Sydney Olympic Park (NSW) (“**School**”).

2 Scope

This policy applies to Board Members, Staff and Volunteers in relation to the New South Wales operations and it is the responsibility of all Board Members, Staff and Volunteers working for or at the School to understand and comply with this policy.

3 Purpose

- 3.1 The purpose of this policy is to:
- (a) provide key information for all staff in the event of a critical incident or emergency;
 - (b) ensure timely and effective responses are taken to address immediate student safety and wellbeing;
 - (c) ensure due diligence and responsibilities are met;
 - (d) support the School's duty of care to staff and students; and
 - (e) ensure compulsory reporting of critical incidents occurs.

4 Related Documents

- (a) Emergency Management Plan
- (b) Child Protection Policy
- (c) First Aid Policy and Procedure
- (d) Supervision Policy
- (e) WHS Policy
- (f) Privacy Policy

5 References

- (a) Education Act 1990 (NSW)
- (b) Work Health and Safety Act 2011 (NSW)
- (c) Work Health and Safety Regulation 2017 (NSW)

6 Definitions

- 6.1 **Critical incident** is an occurrence that is sudden, urgent, and usually unexpected, or an occasion requiring immediate action which can:
- (a) cause harm or create a risk of causing harm to individuals' health, safety or wellbeing either directly or indirectly in the workplace or school environment;
 - (b) affect or risk affecting the continuity of school operations, including matters of security (including cyber security), property damage and emergencies;
 - (c) require police notification or involves matters of serious conduct;
 - (d) be a WorkSafe notifiable incident.
- 6.2 **Emergency**: the actual or imminent occurrence of an event which in any way endangers or threatens to endanger the safety or health of any person or which destroys or damages, or threatens to destroy or damage, any property or

endangers or threatens to endanger the environment or an element of the environment including, without limiting the generality of the foregoing:

- (a) an earthquake, flood, windstorm or other natural event;
- (b) a fire;
- (c) an explosion;
- (d) a road accident or any other accident;
- (e) a plague or an epidemic or contamination;
- (f) a warlike act or act of terrorism, whether directed at Victoria or a part of Victoria or at any other State or Territory of the Commonwealth;
- (g) a hi-jack, siege or riot;
- (h) a disruption to an essential service; and/or
- (i) medical (ie an injury or illness that is acute and poses an immediate risk to a person's life or long-term health).

7 Policy

- 7.1 MSA and School staff will be trained to respond to Critical incidents or Emergency situations to ensure that students, staff, and volunteers are kept safe at all times.
- 7.2 The School will have dedicated health and safety officers and a Health and Safety Committee who meet every term to identify risk and hazards and discuss mitigation methods to inform critical incident and emergency risk management.
- 7.3 An Incident Management Team will be established to ensure procedures for responding to critical incidents and emergencies are followed.
- 7.4 In the event of a critical incident, every attempt will be made to respond appropriately and in a timely manner.
- 7.5 An Emergency Management Plan will be developed and detail specific procedures for responding to incidents and emergencies including:
 - (a) circumstances that pose a critical risk to the health, safety or wellbeing of one or more students or staff;
 - (b) incidents requiring school closure, lockdown, or reduction of number of students or staff attending;
 - (c) death or serious injury of a student or staff member at school or at another location authorised by the school, for example, school camp location.
- 7.6 Responses may include (but are not limited to):
 - (a) response/ assistance to immediate needs of individual involved to ensure safety;

- (b) re-establishing a safe environment following an incident;
- (c) completing the incident and emergency response form and action plan;
- (d) reporting to police where required (refer also to Child Protection Policy and Procedures);
- (e) reporting directly to SafeWork (NSW) if required;
- (f) communicating with parents/guardians about an incident (role of the Principal or CSO);
- (g) thorough investigation to assist in preventing similar incidents from re-occurring;
- (h) debriefing staff, students, volunteers, members of the Board or as required. (*Debriefing may need to be undertaken by someone external from the organisation*); and/or
- (i) implementing business continuity measures as required.

8 Health and Safety Committee

- 1.1 The Health and Safety Committee is established to foster a collaborative approach towards maintaining a safe and healthy environment for all School staff and students.
- 1.2 The Health and Safety Committee consists of the Principal or Assistant Principal, Senior Campus Administration Officer and two teachers and are required to meet once every term (recommended after every evacuation drill, in addition to any incidents).

9 Responsibilities

- 9.1 The Principal in consultation with the Senior Leadership Team has a responsibility to:
 - (a) conduct risk assessments and annual planning;
 - (b) analyse risks/threats that could lead to an emergency situation and requirements or solutions to address them;
 - (c) develop the MSA Sydney Olympic Park Emergency Management Plan (EMP);
 - (d) liaise with relevant emergency services e.g. police, fire brigade, ambulance, community emergency services, hospital;
 - (e) ensure access to important medical information of staff and students in an emergency;
 - (f) nominate relevant staff members needed in the event of a critical incident;
 - (g) ensure sufficient practice evacuations are conducted across the School; and

- (h) ensuring adequate staff training to minimise impact of a critical incident or emergency should one occur.

1.3 The Health and Safety Committee has responsibility to:

- (a) work together to identify potential hazards, assess risks, and develop effective strategies to prevent accidents and injuries
- (b) conduct regular inspections, investigate incidents, and provide recommendations for improvement to ensure compliance with workplace health and safety laws; and
- (c) contact local authorities to discuss identified risks and hazards in relation to the School's building, facilities and grounds.

9.2 All MSA staff working for or at the School including Principals, Master Teachers, Classroom Teachers, Assistant Teachers and the Administration team have a responsibility to be familiar with this policy and the Emergency Management Plan.

10 Recordkeeping

10.1 A *Post Incident and Emergency Record Form* must be completed to:

- (a) keep a record of any critical incidents or emergency situations;
- (b) help in planning of preventative recurrences; and
- (c) ensure correct and timely follow-up is enacted.

10.2 The most senior witness to a critical incident or emergency, or the most senior staff member to whom it was reported (if no other witnesses), must complete all relevant parts of *Post Incident and Emergency Record Form*.

- (a) Any alleged criminal acts, including responding to physical or sexual assault must be reported to the Principal immediately.

10.3 The Principal or delegate will keep all copies of completed Post Incident and Emergency Record forms relating to a critical incident or emergency situation in a secure file location.

- (a) Only a member of the Senior Leadership Team has access to these hard copy and soft copy documents.

10.4 An ongoing *Accident and Incident Register* will also be maintained by the Senior Campus Administration Officer (refer to First Aid Policy and Procedure).

11 Privacy

11.1 MSA and the School will respect the privacy of individuals who are involved in or who witness incidents, especially when dealing with reports which may contain personal details and sensitive information.

- 11.2 To the extent that personal information of third parties is collected during a critical incident response, the School will handle the information in accordance with privacy requirements.

12 Breach of Policy

- 12.1 Breaches of this Policy:
- (a) are not acceptable by any employee;
 - (b) will be responded to promptly; and
 - (c) may result in disciplinary action being taken.

13 Review

This policy is reviewed annually and immediately after any significant incident as detailed in the policy review schedule. The next review date is March 2026.

14 Communication

- 14.1 This policy is made available to all staff as part of onboarding and will be available on the school's SharePoint site. To communicate this policy to parents, guardians and others in the School community, a copy of this will be accessible on the MSA's website.