

Accessing Critical Incident Support over the school holiday period

Catholic Education Ballarat's (CEB) offices will be closed from 4.00 pm on Friday, 17 December 2021 to Monday, 10 January 2022. To ensure continuity of service to schools, should an emergency or critical incident occur during this time, the following arrangements are in place, in keeping with the DOBCEL Emergency and critical Incident Management Policy.

Nature of incident	Initial response	Follow up Action
An <i>incident</i> or <i>emergency</i> that can be resolved at the local school level	Principal or their delegate to manage as usual according to the school Emergency Management Plan (EMP).	Principal or their delegate to log an incident report via SIMON via the HINT tool.
A <i>major</i> or <i>critical incident</i> occurs that stretches school resources or experience	Principal or their delegate to phone Tom Sexton, Executive Director on mobile: 0448 512 831. Tom activates the support of CEB's Critical Incident Management team. <i>Note: from Monday, 10 January 2022 phone the CEB HR Team on mobile: 0436 460 275 to initiate Critical Incident Support or by email critical.incident@dobcel.catholic.edu.au</i>	Principal or their delegate to log an incident report via SIMON via the HINT tool.

Definitions

Emergency - a serious, unexpected, and often dangerous situation requiring immediate action by the school or office location, drawing on their experience and available resources. This type of incident requires an immediate response because it can cause:

- Injury/illness;
- Asset/property and/or environmental damage;
- Local negative media interest only; or
- Disruption to workplace operations/recovery issues.

EMP - Emergency Management Plan is a plan developed by each school or office location to guide how an *Emergency* is managed.

Major incident – any incident where the location, number, severity or type of injuries and/or property damage requires extraordinary resources, that is likely to stretch the school or office location's experience and capacity to its limit.

Critical incident - a serious, unexpected, and often dangerous situation that is beyond the experience or resources of a school or office location to manage without the assistance of CEB Directorate. These situations require immediate action to manage:

- A life-threatening injury;
- Significant asset/property and/or environmental damage;
- Significant local and national media interest; or
- Significant disruption to workplace operations/recovery issues.