



The Catlins Area School

Currently under review

We are reviewing this policy for its content and how well the school implements it. To share your comments and rate its implementation, click the "Start your review" button.


About the review process ⓘ

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Crisis Management

A crisis or traumatic incident may involve students, staff, members of the board or school community, or a visitor to the school. An incident doesn't have to occur on site or during school hours (e.g. EOTC or sporting event). Examples may include a serious injury, illness, abuse, violence, death, and natural disasters. The Ministry of Education broadly defines traumatic incidents as events that:

- cause unexpected or sudden disruption to school operations
- adversely impact a large number of students, staff, and/or parents/caregivers in the community
- create major dangers or risks to the physical and emotional wellbeing of any individual
- attract negative or intense public attention.

When a crisis occurs, there is little time to consider the best course of action. We use our **Crisis Management Guide** .

This Guide is printed and kept with our other printed **emergency plans and procedures**. It can be used flexibly as a checklist.

We have **emergency, disaster, and crisis management** procedures in place and these are made known to all staff well in advance.

Immediate actions following any crisis or traumatic event


We have processes in place for **managing injuries and illnesses**.

In the event of sudden death or serious injury to a student or staff member, our immediate response is to dial 111 and involve the appropriate emergency services. Informing the parents or next of kin is usually a police responsibility and they may involve staff or Victim Support if appropriate. It is possible, however, that the news could reach family members through informal channels and social media, and crisis management planning takes this into account.

The principal, or acting principal or other delegated person, activates our Crisis Management Team to determine priorities and actions. Our team consists of the principal, presiding member, and other appropriate staff.

Our Crisis Management Team meets as soon as possible after being informed. The team's responsibilities include:

- briefing all workers about the incident and concerns around confidentiality
- gathering facts and keeping records of decisions
- informing and supporting our school community (e.g. considering welfare needs)

- planning how to manage and respond to the media (e.g. appointing a media spokesperson) – see **Media and Publicity**
- preparing written statements or scripts
- accessing the Ministry of Education **Traumatic Incident teams**  (0800 848 326) for support, if needed.

Following the event, we carry out necessary actions as outlined in our Guide and follow other relevant processes – see **After an Emergency, Disaster, or Crisis**. We also consider ways to strengthen and improve our crisis management procedures if necessary.






If another school in our area is experiencing a traumatic incident, we offer support where we can.

Our school has separate planning in place for other events, such as **emergencies** and **disasters**, that may need crisis management.

Related topics

- **After an Emergency, Disaster, or Crisis**
- **Emergency, Disaster, and Crisis Management**
- **Managing Injuries and Illness**
- **Preventing and Responding to Suicide**
- **Abuse Recognition and Reporting**
- **Communicating with Parents and Whānau**
- **Responding to Student Wellbeing Concerns**
- **Staff Wellbeing**
- **Recording and Reporting Accidents, Injuries, and Illness**
- **WorkSafe Notifiable Events**
- **EOTC Incident Reporting**

Resources

- Ministry of Education | Te Tāhuhu o te Mātauranga: **Emergencies and traumatic incidents** 
- **Responding to Traumatic Incidents** 
- **Traumatic Incidents: Managing Student and Staff Wellbeing** 
- Ministry of Education | Te Tāhuhu o te Mātauranga: **Behaviour Crisis Response Service** 
- New Zealand Red Cross | Rīpeka Whero Aotearoa: **Caring for yourself and others before, during and after a crisis**  (includes printable tips and information)

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