

Note: Critical Incidents are incidents whereby the health &/or welfare of a student has been threatened under the following circumstances:

- at our school premises (including Beatty Lodge)
 - at one of our homestay premises
 - on the way to school or home from school
 - a result of an airport transfer accident
 - anywhere else other than our property when it is an official school excursion
 - anywhere else where it may involve a Phoenix employee and our students (e.g. a social event that is not official, but involves one of our paid employees)
1. The first staff member to be notified of the incident or present at the scene must take all immediate/necessary action i.e. First aid, call police (authorities) ambulance, etc.
 2. When the situation is under control a Student Critical Incident Report must be completed and given to the Director Academic / Campus Manager Fremantle. This is to be done by the initial contact staff member.
 3. The Director Academic / Campus Manager Fremantle allocates a Case Manager. This is determined by the nature of the incident. The Student Critical Incident Report is given to the Case Manager, and a copy is kept in the Student Critical Incident file (located in the Senior Academic Manager / Campus Manager Fremantle Office) in order to monitor the progress of the incident.
 4. The Case Manager must decide if and when the next of kin are to be notified of the incident and is responsible for ensuring that this is done. If the student is under 18, the Homestay Manager should contact the next of kin or legal guardian in all cases.
 5. The Case Manager is to log action taken on the Student Critical Incident Report.
 6. The Case Manager is to provide the student's teacher with the Student Critical Incident – Teacher Feedback Form and ensures that the teacher keeps daily notes of the student's behaviour/participation in relation to the incident for the next 5 days.
 7. If the student resides in Homestay or is Under-18, The Case Manager ensures that the Homestay Manager provides feedback from the family on student behaviour out of school. In the case that the student has a guardian, feedback should be sought from the guardian.
 8. The Case Officer ensures the relevant people are notified as per the Notification List on the Student Critical Incident Report.
 9. The Case Manager determines when the incident has been satisfactorily concluded and signs off the report. All additional information, reports and support documents are filed in the student's file and notes updated on the database.