



St Dominic's
Priory College

inspiring confidence


St Dominic's Priory College

Remote Team Crisis Response Protocol

College Leadership

Last Review Date	Next Review Date
September 2025	September 2027 (or as required)
Responsible Officer	College Principal

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We acknowledge St Dominic's Priory College is situated on Kaurna Land and we pay our respects to Elders past, present and future.



Our Mission

A Catholic College educating girls in the Dominican Tradition.

Our Vision

Inspired by the Gospel of Jesus Christ, we are a girls' College committed to truth and compassion. In the spirit of St Dominic, we contemplate the possibilities and honour the sacred dignity of each person through word and action. We aspire to provide an innovative, rigorous and inclusive education that leads girls and young women to achieve excellence in their studies and confidence in their future.

Our Values

As a Dominican community we value:

- A sense of the sacred; joyful, eucharistic and reflective.
- A love of learning through creative and critical thinking.
- Modelling a eucharistic community as the basis of transformation.
- Teaching the truth, by word and example.

Further information about the College's principles and objectives can be found within the [2021 – 2025 Strategic Plan](#).

Governance

Dominican Education Australia (DEA) is the governing authority of St Dominic's Priory College, an independent Catholic School. A Board of Directors, established in 1987, governs the College which is incorporated under the *Corporations Act 2001 (Cwlth)*. The Trustees of DEA and the College Board of Directors assures our Catholicity, fidelity to the Dominican charism, formation of Board members, excellence in teaching and learning and financial stability.

For more information about DEA visit: <https://dominicaneducationaustralia.com/>

Child Safe

We are a Child Safe employer and are committed to the welfare and protection of children and young people. The College is committed to upholding a diverse and inclusive learning environment, ensuring children and young people are valued and respected. In accordance with the National Catholic Safeguarding Standards, all employees are required to comply with the College's relevant policies and procedures.

To read the College's **Safeguarding Commitment Statement** in full, and access *College Policies, Procedures* and other resources, please [click here](#).



1. Purpose

- 1.1 This protocol aligns with the *St Dominic's Priory College Critical Incident Policy* and outlines **practical remote-response steps** for the Leadership Team when a critical incident occurs and physical gathering is not possible.
- 1.2 It complements the College's *Critical Incident and Recovery Plan*, ensuring decisions, communications, and welfare management remain coordinated from remote locations.

2. Initial Alert and Acknowledgement

(POLICY REFERENCE: *Sections 3 – Definitions; 5.1 Reporting Responsibilities*)

- 2.1 **Trigger Event:** Crisis is detected or reported by staff, parent/caregiver, student, volunteer, or external authority.
 - 2.1.a Reporter **must** contact the **College Principal** as soon as practicable.
- 2.2 College Principal (or delegated Duty Officer) immediately sends **“Critical Incident – Remote Activation”** alert via the pre-agreed emergency platform (WhatsApp).
 - 2.2.a All Leadership Team members available, **acknowledge receipt** promptly (e.g., “Received – online now”).
- 2.3 The **first available senior leader** assumes the *Initial Incident Coordinator* role until confirmed/overridden by the College Principal.

3. Activate the Remote Crisis Meeting

(POLICY REFERENCE: *Section 5 – Convening a Response Team*)

- 3.1 All available Leadership connect within **10–15 mins** via the pre-designated video meeting link (Teams) or backup conference call.
- 3.2 If video is not possible, revert to group audio conference.

4. Role Confirmation

(POLICY REFERENCE: *Sections 5.3, 5.4 – Response Team Composition*)

At meeting start, confirm role assignments based on availability:

4.1 *Incident Coordinator* (College Principal or delegate)

- 4.1.a Leads operations, liaises with emergency services, Chair of the Board, DEA, and regulatory authorities.



4.2 Communications Lead

- 4.2.a Issues and approves messages, ensures privacy, manages timing and tone per Policy 5.5.

4.3 Welfare and Safety Lead

- 4.3.a Tracks wellbeing of those affected; coordinates counselling/support.

4.4 Operations and Logistics Lead

- 4.4.a Coordinates resources, IT, facilities issues, remote learning or evacuations.

4.5 Recorder

- 4.5.a Maintains live incident log, timestamps, decisions, and communications (Policy 5.7 – record keeping).

NOTE: Backups should be pre-designated for all roles.

5. Information Gathering and Situation Brief

(POLICY REFERENCE: Sections 5.4 – Considering Community Reactions; 6 – Related Documentation)

- 5.1 Coordinator summarises known **facts**: *what happened, where, when, who is involved.*
- 5.2 All share **verified** information; avoid speculation.
- 5.3 Identify **critical unknowns**; assign clear fact-finding tasks (e.g., confirm with emergency services, verify safety of specific people).

6. Team Agreement on First Actions

(POLICY REFERENCE: Section 5.2 – Care and protection priority)

Agree on immediate actions such as:

- 6.1 Ensuring **physical safety** of students, staff, visitors.
- 6.2 Contacting police, fire, ambulance or other emergency agencies.
- 6.3 Isolating the site (if applicable) or securing online systems in case of cyber-attack.
- 6.4 Managing early communications to prevent misinformation.
- 6.5 Contacting key policy-stipulated parties:
Board of Directors → DEA → Catholic Education Office → Archdiocese
- 6.6 Assign **owner + deadline** for each action.



7. Ongoing Coordination

(POLICY REFERENCE: *Sections 4 – Effective planning; 5.5 – Communication*)

- 7.1 Keep a **persistent chat channel** open for updates (WhatsApp group – agreed in advance).
- 7.2 Use a shared live incident log (SharePoint Crisis Log).
- 7.3 Maintain clarity by using **status tags** (e.g., “Actioned / Pending / Urgent”).

8. External Communication

(POLICY REFERENCE: *Sections 5.5, 5.6 – Media and reputation; privacy*)

- 8.1 Communications Lead drafts messaging and shares with Incident Coordinator for approval.
- 8.2 Disseminate through approved channels:
 - 8.2.a SMS broadcast
 - 8.2.b Email to families/staff
 - 8.2.c College website / social media
- 8.3 Language: factual, empathetic, privacy-respecting.
- 8.4 Document **time sent**, recipients, and method for every outbound message.

9. Continuous Review

(POLICY REFERENCE: *Sections 5.5, 5.6 – Media and reputation; privacy*)

- 9.1 Full remote team reconvenes every **30-60 minutes** or as needed.
- 9.2 Update on:
 - 9.2.a Facts confirmed and new information.
 - 9.2.b Actions completed.
 - 9.2.c Adjustments to priorities.
- 9.3 Keep response flexible; escalate or de-escalate as new information dictates.

10. Handover / De-escalation

(POLICY REFERENCE: *Section 6 – Recovery Plan*)

- 10.1 Once threat is controlled, shift from “incident” to “recovery” mode.



- 10.2 Ensure:
 - 10.2.a All immediate needs met.
 - 10.2.b Welfare checks in place for affected individuals.
 - 10.2.c Community messaging reflects transition to recovery.
- 10.3 Keep team chat open for **24-48 hours** for emerging follow-ups.

11 **Appealing an enrolment decision**

(POLICY REFERENCE: *Section 6 – Recovery Plan*)

- 11.1 Within **3-7 days**, hold a debrief:
 - 11.1.a What worked well?
 - 11.1.b Where delays or confusion occurred?
 - 11.1.c Recommendations for improvement.
- 11.2 Update **Critical Incident Procedure** and this remote protocol accordingly.
- 11.3 Archive incident report in compliance with privacy/data retention rules.

12 **Key Remote Team Success Factors**

- 12.1 Always use *one* agreed chat platform to prevent split threads.
- 12.2 Keep chat posts concise; complex issues belong in the live meeting.
- 12.3 Ensure double coverage for each role in case someone is unavailable.
- 12.4 All logs and records should be stored in secure, access-controlled locations.

13 **Related Documentation**

St Dominic's Priory College Critical Incident Policy
St Dominic's Priory College Recovery Plan

17. Revision Record

Document Title	Remote Team Crisis Response Protocol					
Document Type	Protocol					
Document Date	August 2025					
Process Owner	College Principal	Helen Steele (hsteele@stdominic.sa.edu.au)				
Approval Authority	College Board					
Review Date	2027					
Distribution	Website		SEQTA		Sharepoint	
History	Edition	Date	Description of change			
	1.0	2025	Drafted			

Remote Team Crisis Response Checklist

(to be used in conjunction with the *Critical Incident Policy & Procedure*)



St Dominic's Priory College

Colour-coded step blocks:

Alert = **ORANGE** Action = **GREEN** Review = **BLUE** Closeout = **RED**

PRE-CRISIS: READINESS CHECK

Preparation

- Ensure all are safe.
- Call emergency services if required (police, fire, ambulance).
- Update emergency alert group and contact lists (Board → DEA → CEO → Archdiocese → key agencies).
- Pre-load remote meeting link + backup phone number on all devices.
- Assign backups for ALL roles.
- Store incident log template in secure shared folder.
- Run at least an annual rehearsal.

STEP 1 – ALERT & ACKNOWLEDGE

- Crisis occurs → Report immediately to Principal (or delegate).
- Principal sends “Critical Incident – Remote Activation” alert.
- All leaders reply: “Received – online now”.
- First available senior leader acts as Incident Coordinator until confirmed.

STEP 2 – ACTIVATE REMOTE CRISIS MEETING

- All join video (Teams) or backup audio call within 10-15 minutes.
- Confirm all essential attendees or activate backups.

STEP 3 – CONFIRM ROLES

- **Coordinator** – Leads, liaises with emergency services, Board and DEA.
- **Communications Lead** – Drafts and sends updates with approval.
- **Welfare & Safety Lead** – Monitors staff/student wellbeing and support.
- **Operations & Logistics Lead** – Manages facilities, IT, remote learning.
- **Recorder** – Logs all actions/decisions with timestamps.

**STEP 4 – FACTS & UNKNOWNNS**

- Coordinator summarises what / where / when / who.
- Share verified facts ONLY.
- List and assign critical unknownns to confirm.

STEP 5 – IMMEDIATE ACTIONS

- Secure premises or system.
- Control early communications – prevent misinformation.
- Notify required parties in order: Board → DEA → CEO → Archdiocese.
- Assign owner and deadline for each task.

STEP 6 – IMMEDIATE ACTIONS

- Keep secure group chat open.
- Update shared incident log in real time.
- Tag status: Actioned/Pending/Urgent.

STEP 7 – EXTERNAL COMMUNICATION

- Communications Lead prepares → Coordinator approves.
- Send via approved channels (SMS, email, website, social).
- Factual, empathetic, privacy-compliant.
- Record time sent, recipients, method.

STEP 8 – CONTINUOUS REVIEW

- Full team reconvenes every 30-60 minutes or as needed.
- Review new information, completed actions, adjust next steps.

Colour-coded step blocks:

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STEP 9 – HANDOVER / DE-ESCALATION

- Confirm crisis phase is over.
- Shift to Recovery Mode and welfare follow-up.
- Inform community of resolution and supports available.
- Keep channels open for 24 – 48 hours.

STEP 10 – POST-CRISIS REVIEW

- Within 3-7 days, debrief Leadership Team.
- Identify lessons learned → update policy and checklist.
- Finalise and securely store records

⚠ QUICK TIPS

- One chat channel only to avoid confusion.
- Log actions in real time.
- Respect privacy at all times.
- Each critical role has a backup ready to step in.

Colour-coded step blocks:

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