

# What to do in a Crisis

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# What to do in a Crisis

## Needs of student

### TRAUMATIC INCIDENTS

Staff at your school, the local community and students need help to deal with something traumatic that has happened within the school or community. Traumatic incidents are those that impact the functioning and wellbeing of those involved with the school and they significantly disrupt the operation of the school. Incidents may include the violent or unexpected death of a student or teacher, a school fire, a lost or missing child, young person or staff member.

### INTERIM RESPONSE FUND

A student at your school has challenging behaviour, which has reached crisis point. They may or may not be already receiving extra behaviour support.

## Help available

Your school should have policies in place to cope with a traumatic incident should it occur. Ministry of Education, Special Education staff can assist with traumatic incident planning. Traumatic incident plans should include what to do in the event of, for example: the violent or unexpected death of a student or teacher, a school fire, a lost or missing child, young person or staff member.

In the event of a traumatic incident, Ministry of Education, Special Education staff, under the guidance of traumatic incident coordinators, will work alongside your traumatic incident team to support your traumatic incident plan. The support is usually short term.

The Interim Response Fund is available so your school is able to meet the student's immediate needs and stabilise the situation.

## How to get it

To find out more about planning for traumatic incidents, go to the Ministry of Education website: [www.minedu.govt.nz](http://www.minedu.govt.nz)

Traumatic incident coordinators can be contacted on 0800 TI TEAM (0800 848 326).

Please read the *Interim Response Fund* guide for principals on the Ministry of Education website: [www.minedu.govt.nz](http://www.minedu.govt.nz)

## What to expect

Ministry of Education, Special Education traumatic incident staff can assist with planning and will provide immediate and follow-up support for schools who have experienced a traumatic incident.

You will be able to use the fund to stabilise the situation and meet a student's immediate needs, while a comprehensive intervention plan is designed.

# What to do in a Crisis

## Needs of student

### CHILD ABUSE

A student at your school discloses they have been physically or sexually abused, or you suspect this may be occurring.

A student tells you they are afraid to go home because of family violence.

A child at your school has inappropriately sexualised behaviour towards other children.

## Help available

There is a protocol agreement between Child, Youth and Family and schools that suspected child abuse (physical, sexual or neglect) will be reported. School policy should exist within your school that outlines how this would be managed.

## How to get it

Ask yourself the question, 'Is the child safe?' If the answer is 'No', report the suspected abuse immediately to Child, Youth and Family, or the Police.

If you answer 'Yes' but you continue to have concerns about the child's wellbeing, or you are worried that the child is not being properly cared for, you can still report your concerns to Child, Youth and Family and discuss them with a social worker.

To find further information go to the Child, Youth and Family website: [www.cyf.govt.nz](http://www.cyf.govt.nz)

## What to expect

Whenever suspected abuse or neglect is reported, the matter is investigated by a social worker and/or a police officer. When sexual abuse is suspected, the child may need to be interviewed, following a special process set down for sexual abuse cases.

As far as is practical or desirable, the person who made the report is entitled to know the outcome of the investigation and whether further action is to be taken.

# What to do in a Crisis

## Needs of student

### SUICIDE

You think a student may be feeling suicidal, or is in danger of harming themselves.

A student is threatening suicide or you think they are in danger of attempting suicide.

## Help available

If you are concerned about a student who may be: suicidal, intentionally harming themselves, or very distressed, you can approach the following services for advice:

- a primary health care professional, or GP
- community mental health services
- Māori community health services
- counselling services
- help lines such as the Depression Helpline, Lifeline, The Samaritans or Youthline
- web-based services.

In this type of emergency you should get help by ringing an ambulance, your nearest hospital, or psychiatric emergency service/ mental health crisis team.

Remain with the student until appropriate support arrives and remove any obvious means of self-harm.

## How to get it

Look in the front of your local white pages phone book for:

- primary health care professionals or general practitioners (GPs)
- community mental health services
- Māori community health services

Look in your local yellow pages phone book for:

- counselling services.

Help line and website address:

- Depression Helpline 0800 111 757
- Lifeline 0800 111 777
- Samaritans 0800 726 666
- Youthline 0800 376 633
- Depression Helpline website:  
**[www.depression.org.nz](http://www.depression.org.nz)**
- The Lowdown website for young people:  
**[www.thelowdown.co.nz](http://www.thelowdown.co.nz)**

Ring 111 and ask for an ambulance, or look in the front of your local white pages phone book for:

- your nearest hospital, or psychiatric emergency service/mental health crisis team.

## What to expect

This information and advice will help you find support to keep this student safe.

These services will provide immediate assistance to prevent this student harming themselves.