

MODULE 7 · REFERENCE CARD C

CALL HIERARCHY & COMMS DISCIPLINE

Who calls whom, in what order — plus the comms rules that hold a fragile situation together. Use this card to fill in the names and numbers, then store it where you can grab it under stress.

1 THE CALL HIERARCHY

TIER 1
IMMEDIATELY
111 — Emergency Services

Ambulance, fire, police, or rescue — whichever the situation needs. Have your ICE info ready (Identify · Location · Event · Needs). Stay on the line if asked.

TIER 2
ONCE SITE IS STABLE
Principal or Deputy Principal

The school takes responsibility for contacting whānau. You give them facts — what happened, who is involved, what's being done, where you are. They handle parent / caregiver communication.

TIER 3
AS SOON AS PRACTICAL
Other staff in the field

Brief any staff with other sub-groups. They need to know what's happened, what their role is, and whether the wider programme is continuing, pausing, or stopping.

TIER 4
WHEN THE SCHOOL DIRECTS
External — insurance, WorkSafe, MoE

Notifiable events trigger formal reporting. The school's leadership team handles this; you contribute the incident report. Don't skip levels by going direct.

2 COMMS DISCIPLINE — THE RULES

RULE 01
Only the Principal speaks to media

No staff comment to journalists, no informal quotes, no social-media posts. Refer media politely to the Principal's office.

RULE 02
No discussion of liability on the day

Don't admit fault, deny fault, or speculate about cause with other parties (whānau, public, third parties). Facts only, through proper channels.

RULE 03
One spokesperson on-site

Decide who is the staff voice to emergency services and to incoming whānau. Other staff support — they don't parallel-communicate.

RULE 04
Write it down as you go

Times, names, decisions, who-said-what. Memory degrades under stress; the incident report needs facts, not impressions.

3 STUDENT PHONES — MANAGE ACTIVELY

PHONE DISCIPLINE · FROM THE MOMENT AN INCIDENT STARTS

- **No use until the Activity Leader gives the all-clear.** Collect phones if necessary.
- **No photos or video** of the patient, the scene, or emergency services.

- **No messaging** to family or social media. The school contacts whānau — uncontrolled messaging causes more harm than it solves.
- Tell students this is *standard procedure*, not a punishment. They'll respect a clear rule held firmly.