



St Dominic's Priory College

Crisis Communication Policy

Last Review Date	Next Review Date
September 2025	September 2029 (or as applicable)
Responsible Officer	College Principal



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 College 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 visit the College website.

1. Policy Statement

1.1 St Dominic's Priory College is committed to ensuring clear, timely, and compassionate communication during crisis situations, safeguarding the wellbeing of students, staff, families, and the broader College community. This policy outlines the principles and processes for managing internal and external communications during a crisis, ensuring alignment with the College's value of truth and compassion. This policy works alongside the *Critical Incident Policy*.

2. Purpose

This policy establishes a framework for effective communication in a crisis, enabling the College to:

- 2.1 Provide accurate, timely, and consistent information to stakeholders.
- 2.2 Minimise confusion, misinformation, and reputational risk.
- 2.3 Support the safety, dignity, and wellbeing of individuals affected.
- 2.4 Uphold the College's mission, vision, and values throughout the crisis response.

3. Scope

This policy applies to all crisis situations that impact the St Dominic's Priory College community, including but not limited to:

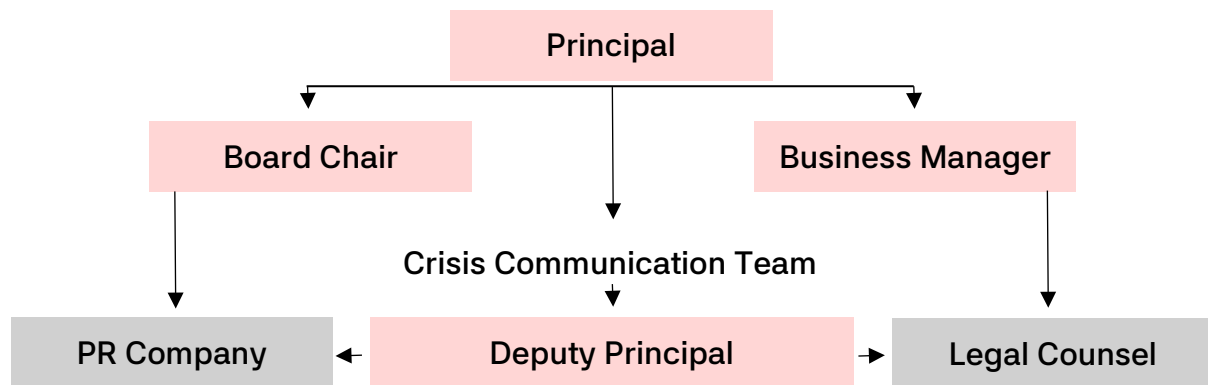
- 3.1 Critical incidents (e.g. injury, death, trauma)
- 3.2 Natural disasters and emergencies
- 3.3 Health and safety risks
- 3.4 Reputational or legal risks.

4. Key Principles

- 4.1 **Leadership:** In line with the Critical Incident Policy, the Principal will convene a team to manage and respond to the crisis, including all communication.
- 4.2 **Accuracy:** Communications will be based on verified facts and legal advice where appropriate.
- 4.3 **Timeliness:** Information will be shared as soon as reasonably possible, balancing accuracy with urgency.

- 4.4 **Transparency:** The College will prioritise internal communication before or alongside public communication.
- 4.5 **Sensitivity.** All communication will be respectful, supportive, and aligned with the College's Dominican ethos.
- 4.6 **Consistency:** Messaging will be clear, coordinated, and consistent across all channels.

5. Roles and Responsibilities



- 5.1 **Principal:** Crisis communication lead and primary spokesperson.
- 5.2 **Board Chair:** May act as spokesperson for significant crises in consultation with the Principal.
- 5.3 **Business Manager:** Engages with insurer and legal counsel.
- 5.4 **Crisis Communication Team:** Supports the Principal, manages stakeholder engagement, media enquiries, and internal updates.
- 5.5 **Deputy Principal:** In consultation with the Principal (or delegate), coordinates communication channels, oversees the preparation of media statements, and maintains records.
- 5.6 **Legal Counsel:** Reviews statements as needed.
- 5.7 **PR Company:** If required.

6. Media Engagement

- 6.1 Only the Principal or Board Chair may make official statements to the media.
- 6.2 All media enquiries must be referred to the Principal.
- 6.3 External communications must be carefully drafted, legally reviewed, and aligned with key messages.
- 6.4 In the event of a crisis, we are obligated to notify the College insurer under our policy, and they would immediately offer PR support in this area.
 - 6.4.a The College's General Liability Policy (Public and Product Liability) provides up to \$100,000 of Crisis Management coverage to provide PR support, in the event of allegations or commentary are released within the media (including, but not limited to, Social Media platforms).

7. Internal Communication

- 7.1 Staff, students, and parents will be informed directly by the College through established communication channels (email, text, website, meetings, etc.).
- 7.2 Key stakeholders (DEA, Board Chair, Catholic Education SA) will be informed as a priority.

8. Policy Review

- 8.1 This Policy will be reviewed in line with the Critical Incident Policy every four (4) years or following a major crisis event.

9 Related Documentation

Critical Incident Policy
Crisis Communication Plan
Remote Team Crisis Response Protocol
Disaster Recovery Plan
Communications Policy

7. Revision Record

Document Title	Crisis Communication Policy					
Document Type	Policy					
Document Date	February 2026					
Process Owner	College Principal	Helen Steele (hsteele@stdominic.sa.edu.au)				
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Review Date	February 2030 (or following a major crisis event)					
Distribution	Website	Ⓟ	SEQTA	Ⓟ	Sharepoint	Ⓟ
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	1.0	2026	Drafted			