

Critical Incident Policy



Policy

This policy has been developed to ensure that the organisation

- meets its duty of care obligations to provide a safe working environment for its employees, volunteers, consumers and clients
- responds swiftly and effectively in the event of a critical incident
- implements an integrated approach to management of risks associated with critical incidents
- adheres to the Work Health and Safety Act 2011 in relation to notifiable incidents to relevant WorkCover and government funding agencies

Definitions

A critical incident is an event that may cause or has already caused:

- injury or death to a worker, volunteer, contractor, visitor, carer, client or consumer
- major disruption to services
- significant property damage or loss
- environmental damage or loss
- a serious threat to the organisation's financial standing or public image

Reporting and management of a critical incident

In the event that a critical incident has occurred or the likelihood of it occurring has been identified, the relevant protocols must be followed and a *Critical Incident Checklist* completed.

All critical incidents require an immediate response and must be reported in line with the organisation's *reporting and Information Sharing policy*.

For more detailed protocols, refer to the following Documents located on the Intranet:

- *Reporting Incidents to Funding Agencies*
- *Missing Persons*
- *Hospitalisation*
- *Death of a Person*
- *Child Protection, Mandatory Reporting and Exchange of Information*

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Person responsible	Chief Executive Officer
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