

5.6	CRITICAL INCIDENTS
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Applies to: All Staff
Specific responsibility:

Version: 1
Date approved: 5.8.14
Next review date: Aug 21

Policy context: This policy relates to	
Standards or other external requirements	
Legislation or other requirements	Work Health & Safety ACT 2011 Work Health & Safety Regulation 2011
Contractual obligations	

DEFINITION

A critical incident is any event or series of events that is sudden, traumatic, overwhelming, threatening or protracted. It may cause extreme stress, fear or injury.

Critical incidents may include, but are not limited to:

- serious injury, illness, or death
- severe verbal or psychological aggression
- physical assault
- staff witnessing a serious accident or incidence of violence
- natural disaster e.g. earthquake, flood, windstorm, hailstorm, or extremes of temperature
- fire, bomb-threat, explosion, gas or chemical hazard
- social issues e.g. sexual assault, drug use, alcohol abuse

POLICY STATEMENT

HECIS will provide an effective and coordinated response to critical incidents affecting staff and/or volunteers.

PROCEDURES

1. Designated officer

- The designated officer is The HECIS Co-Ordinator (or other delegated Fire Warden)

2. Assessing the situation

- Where the designated officer considers a critical incident to be apparent or likely, he/she must alert the most senior staff member available.
- The designated officer will assess the situation and consider any apparent risks to their own safety.

3. Immediate steps

- Ensure the safety of staff members, including activate evacuation procedures if required
- Ensure the provision of first aid if required
- Contact emergency services if necessary and if not already done.
- Provided there is no threat to personal safety in doing so, the designated officer is to take steps to minimise further damage or injury. This may involve organising willing bystanders to provide support.

4. Reporting

- As soon as practical the designated officer is to prepare an *Incident, Illness and First Aid Report Form (Appendix 9)* and an *Incident Investigation Form (appendix 10)* of HECIS WHS Manual outlining the following details:
 - the type of incident
 - the exact location and details of any person or persons who might be injured, in distress, or at risk.
- The designated officer will review the situation, set priorities, allocate tasks/responsibilities and coordinate an immediate response including communications to relevant individuals.
- The designated officer will organise ongoing response/follow up (including staff briefing, counselling, review and reporting).

5. De-brief and follow up

The designated officer will organise de-briefing to evaluate response procedures and make recommendations for handling future critical incidents.

The designated officer will report the incident, as required (refer to *Incident Reporting Quick reference Guide (appendix 8 of WHS Manual)* and outlining steps required to prevent future related critical incidents.

DOCUMENTATION

Documents related to this policy		
Related policies	HECIS WHS Manual – Workplace Instruction <i>WHS Responsibilities and Roles (in brief)</i>	
Forms, record keeping or other organisational documents	HECIS WHS Manual – Workplace Instruction <i>WHS Responsibilities and Roles (in brief)</i>	
Reviewing and approving this policy		
Frequency	Person responsible	Approval
Annually	HECIS Co-Ordinator	Management Committee

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1	17.8.15	HECIS Co-Ordinator	Aug 2016
2	28.7.16	HECIS CoOrdinator	Aug 2017
3	14.8.17	HECIS CoOrdinator	Aug 2018
4	3.9.18	HECIS CoOrdinator	Aug 2019
5	20.8.19	HECIS CoOrdinator	Aug 2020
6	15.9.20	HECIS CoOrdinator	Aug 2021