

Incident Management Procedure

1. Purpose

ICH aims to support and promote a safe and supportive environment for all people while engaging with services and activities. In the event that an incident does occur, ICH will ensure that it is effectively managed and reported in accordance with relevant requirements.

This procedure also seeks to clarify whether incidents should be managed under this procedure or service specific requirements (section 3.5).

This procedure operates pursuant to the ICH *Work Health and Safety Policy*.

2. Scope

This procedure will apply to all services, programs, activities, Board members, employees, contractors, students, trainees, volunteers or any other person who carries out work for Inala Community House. For the purposes of this procedure, these persons shall be referred to as workers.

This procedure applies to any location where duties are performed (i.e. any workplace).

3. Procedure

This procedure aims to ensure that incidents are appropriately managed and reported promptly. Effective management of incidents means that:

- Support can be provided to people affected by the incident
- Appropriate strategies can be put in place to mitigate the risk of further harm occurring
- Reporting to other relevant agencies can take place in accordance with legislative or funding requirements
- A review of the incident can be conducted to improve processes, facilities or training

3.1 Incident Types

ICH recognises two types of incidents including critical and non-critical. These are described below and in Appendix A.

Critical Incidents

A critical incident includes an event which involves:

- Death
- Life threatening or serious injury/illness
- An injury/illness which requires emergency assistance or hospitalisation
- Suicide or attempted suicide
- Alleged physical assault, rape or sexual assault
- Serious aggression and/or threats directed towards an individual, group of people or the organisation
- Damage to property which may pose a serious safety risk
- Major disruption, disaster or catastrophic event impacting on services (major security incident, hostage situation, lockdown, bomb, fire, terrorism, chemical-biological-radioactive incident, natural disaster, loss of building, etc.)
- Any event which results in emergency procedures being activated including:
 - Evacuation
 - Lockdown or shelter onsite
 - Discreet emergency alert offsite
 - Office closure
- Possible media attention to ICH

Non-Critical Incidents

A non-critical incident involves:

- Non-critical medical situations (not requiring emergency assistance or hospitalisation)
- Property loss, damage or theft
- Being exposed to frustrated or angry persons who may exhibit signs of frustration, but it is not directed at an individual, group of people or the organisation.
- Other incidents

3.2 Incident Management (Response)

ICH recognises 5 elements to the incident management process:

- Effective Response – ensuring safety
- Timely Reporting – internally and externally in accordance with relevant requirements
- Review – analyse the incident and identify any issues
- Improve – use information to improve safety
- Return to work - where appropriate

Effective incident management must be appropriate to the type of incident (critical or non-critical). An Incident Management Flowchart is located in Appendix B which shows a more linear approach to these elements.

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| Effective Response | <p>The first and primary concern after an incident has occurred is to eliminate or minimise the risk of further harm occurring, this may include, but is not limited to:</p> <ul style="list-style-type: none"> • Contacting emergency services in the event of an emergency • Instituting emergency responses where appropriate (in accordance with the site <i>Emergency Management Plan</i> or <i>ICH Emergency Policy</i>) • Providing first aid • Removing people from areas of danger • Isolating the area <p>The second step is to:</p> <ul style="list-style-type: none"> • Ensure all persons receive appropriate assistance and are moved to a safe location where possible • Identify any immediate controls to manage the situation (e.g. tagging/turning off equipment which is defective or dangerous) • Identify all persons involved • Gather preliminary information regarding the incident <p>Post-incident support shall be provided as necessary, such as:</p> <ul style="list-style-type: none"> • Providing support to those affected, this may include referring to support services (such as Lifeline or for staff, the Employee Assistance Program) • Debriefing • Arranging counselling • Other supports as required <p>For critical incidents the site must not be disturbed (in case notification/investigation is required) except:</p> <ul style="list-style-type: none"> • to assist an injured person • to remove a deceased person • as essential to make the site safe or to minimise the risk of a further notifiable incident • where associated with a police investigation • for where an inspector or WHSQ has given permission – a direction that a scene may be disturbed may be given in person or by a telephone call. <p><i>Responsibility</i></p> <ul style="list-style-type: none"> • The most senior worker present until the Chief Executive Officer (for critical incidents) or the Manager or HR (for non-critical incidents) can be notified • The Chief Executive Officer is responsible for overseeing all critical incidents. Where appropriate, the CEO will nominate a |
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| | person to attend the site to assist/direct post-emergency responses. |
| Timely Reporting | <p>ICH Critical incidents should be verbally reported to the CEO immediately or as soon as practicable. A written critical incident report must be completed as soon as practicable and sent to HR & the CEO. If a worker is unable to complete a Critical Incident Report, another worker may complete this on their behalf.</p> <p>Non-critical incidents should be verbally reported to the Manager or HR as soon as possible with a non-critical incident report sent to HR within 24 hours or sooner if requested.</p> <p>Near-miss incidents can be reported verbally to the Manager or HR who may request that a report is made using the appropriate critical or non-critical incident report based on the need to trigger a review of the circumstances to determine if further action should be taken to implement controls.</p> <p>A vehicle incident (while it may be critical or non-critical) has a specific reporting form which should be completed as soon as possible and submitted to the CEO (if critical) and the Manager or HR (if non-critical). This form has specific information necessary for insurance purposes. These vehicle incident forms are located behind the logbook sheets in ICH vehicles. Staff should not drive a car that they believe may be unsafe until clarification is sought.</p> <p><i>Responsibility</i></p> <ul style="list-style-type: none"> Workers involved in an incident <p>WHSQ Critical incidents or ones which will involve a WorkCover claim may require reporting to Workplace Health and Safety Queensland. These notifications must be made immediately after becoming aware of an incident and must be made in the fastest possible way. The Work Safe website has information regarding notifiable incidents and ways to notify: https://www.worksafe.qld.gov.au/injury-prevention-safety/incidents-and-notifications/notify-of-an-incident</p> <p><i>Responsibility</i></p> <ul style="list-style-type: none"> The CEO or as delegated <p>Next of Kin ICH may contact next of kin where:</p> <ul style="list-style-type: none"> An emergency occurs and the person injured is not able to contact their next of kin due to injury/illness A person is uncontactable after an incident There are concerns for the person's safety |

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| | <p><i>Responsibility</i></p> <ul style="list-style-type: none"> • The CEO or as delegated <p>Staff and Other Site Users</p> <p>ICH may notify other workers, where appropriate, of the nature of the incident. Where this notification occurs this must be balanced against the individual's right to privacy (e.g. talking with the team about risks, controls and appropriate responses/management without identifying the person, if possible, or their injuries, etc.). ICH may also notify other site users where a risk has been identified and of any controls to ensure the safety of those attending the site (e.g. site visitors).</p> <p><i>Responsibility</i></p> <ul style="list-style-type: none"> • The CEO or as delegated <p>Other Bodies</p> <p>Other notifications may be required in accordance with funding or other legislative requirements.</p> <p><i>Responsibility</i></p> <ul style="list-style-type: none"> • The CEO or as delegated |
| Review | <p>All critical incidents will require an investigation to determine what caused it and any control options to prevent it occurring again (unless it was a medical issue). Some non-critical incidents may also require an investigation, however generally this will be an informal review to determine if it could be prevented in future and to look at the response process. The Incident Investigation form may be used initially to analyse the event.</p> <p>The Chief Executive Officer will oversee any investigation of critical incidents but may nominate a specific person or team to complete an incident investigation report. Only these person/s shall be deemed to be authorised to conduct the investigation. An investigation will look at all facets of the situation including people, processes, policies, procedures, training, equipment, etc.</p> <p>An investigation should be conducted as soon as possible (where it is safe to do so) and prior to physical evidence being moved or disturbed.</p> <p>An evaluation of the incident response, management and investigation (if applicable) shall take place after each incident to determine any possible areas of improvement. Any areas of improvement shall be recorded on the Continuous Improvement Register.</p> |

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| Improve | After an investigation, any findings and recommended actions shall be reviewed and approved by the Chief Executive Officer. A non-critical incident review may also find improvements or controls which may need to be implemented as necessary. |
| Return to Work | This is handled in accordance with the ICH <i>Workplace Rehabilitation Policy</i> . |

3.3 Incident Information

Information gathered regarding the incident shall be documented on the Incident Register. Records of investigation, photos, correspondence, notifications or actions taken regarding this incident shall be documented and stored in the appropriate Incident Report files.

3.4 Media and Organisational Communications

The Chief Executive Officer shall respond to any media enquiries. Workers are not to communicate with any media representatives. Organisational communications to staff, clients, hall hirers, etc shall be authorised and approved by the Chief Executive Officer.

3.5 Service Requirements

ICH has a range of services in place which may have different incident requirements which may include different types of incidents, forms and reporting requirements.

Services will report incidents in accordance with service agreements, legislation, etc. This will be the responsibility of the Manager (once approved by the Chief Executive Officer).

Where a service specific requirement exists, that policy or procedure takes precedence, exceptions to this include:

- Critical incidents must still be reported to the Chief Executive Officer (who will report these to the Board)
- Incidents where:
 - The incident arises at an ICH site or activity
 - The incident involves a worker
 - The incident is one which needs to be reported to WHSQ

Where an incident meets the criteria above, this procedure shall apply in addition to any Service requirements.

Where incidents do not meet these criteria, they may be recorded on Service incident registers in accordance with Service requirements.

3.4 Responsibilities

Workers will:

- Follow the incident management flowchart in the event of an incident occurring
- Report incidents as soon as practicable to the relevant person
- Complete appropriate incident reporting forms in the required timeframes
- Cooperate with any investigation or review

The Manager will:

- Ensure incident reporting takes place in the required timeframe
- Notify the CEO of any service specific reporting requirements
- Where appropriate, provide support and debrief with workers after an incident
- Ensure that all workers are aware of incident reporting and management requirements
- Participate or lead a review/investigation of incidents and implement changes (as appropriate)

The CEO will:

- Ensure that incident management procedures are effective and available for all workers
- Coordinate critical incident management and investigation
- Approve all communications with media, other external communications and broader organisational communications

5. Review

This procedure shall be reviewed in conjunction with the ICH *Workplace Health and Safety Policy*.

6. Related Documents

Policies

ICH Workplace Health and Safety Policy
ICH Workplace Rehabilitation Policy

Procedure

ICH Incident Investigation Procedure

Other

ICH Non-Critical Incident Report

ICH Critical Incident Report

ICH Vehicle Incident Report

Appendix A: Incident Categorisation

| | Critical | Non-Critical |
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| Person | <ul style="list-style-type: none"> • Death • Life threatening or serious injury/illness • An injury/illness which requires emergency assistance or hospitalisation • Suicide or attempted suicide • Alleged physical assault, rape or sexual assault • Serious aggression and/or threats directed towards an individual, group of people or the organisation | <ul style="list-style-type: none"> • Non-critical medical situations (not requiring emergency assistance or hospitalisation) • Acts of self-harm, or statements of an intention to commit suicide • Being exposed to frustrated or angry persons who may exhibit signs of frustration, but it is not directed at an individual, group of people or the organisation • A person exhibiting serious delusional or paranoid behaviours • A person exhibiting behaviour consistent with being seriously affected by alcohol or drugs |
| Property | <ul style="list-style-type: none"> • Damage to property which may pose a serious safety risk | <ul style="list-style-type: none"> • Property loss, damage or theft • Throwing furniture and/or other objects |
| Interruption to Services and Other Threats | <ul style="list-style-type: none"> • Major disruption, disaster or catastrophic event impacting on services (major security incident, hostage situation, lockdown, bomb, fire, terrorism, chemical-biological-radioactive incident, natural disaster, loss of building, etc.) • Any event which results in emergency procedures being activated including: <ul style="list-style-type: none"> ○ Evacuation ○ Lockdown or shelter onsite ○ Discreet emergency alert offsite ○ Office closure | <ul style="list-style-type: none"> • Any other incidents |
| Media | <ul style="list-style-type: none"> • Possible media attention to ICH | |

Appendix B: Incident Management Flow Chart

This flowchart is for incidents occurring at the workplace and involving ICH workers or property. This may also be used to report service incidents (e.g. involving clients) where there is no service specific incident reporting requirements.

