



Clota Cottage Policy and Procedures

Title	<i>Critical Incidents</i>
Ratified	11/8/2015 <i>Refer Committee of Management Minutes</i>
Scheduled Review Date:	August 2017
Version Number:	2.0

Objective	The objective of this policy is to ensure that all staff, paid and unpaid understand what constitutes a critical incident and the actions to be taken when a critical incident occurs and during the period following an incident.
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Scope	Committee of Management All staff, tutors and volunteers Participants in Clota Cottage activities and programs
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Policy	<p>Critical incidents are, by their very nature, disruptive events. Clota Cottage Neighbourhood House has a duty of care towards all participants, staff and visitors who may be affected by such an incident. It is important that the Clota Cottage is in a state of readiness to deal with a critical incident effectively and professionally. The procedure attached to this policy have been developed for this purpose.</p> <p>Responsibilities</p> <p>The Committee of Management is responsible for:</p> <ul style="list-style-type: none"> • Monitoring and reviewing all organisational policies and procedures; and • Auditing compliance with policy provisions, record keeping and training. <p>The Manager is responsible for:</p> <ul style="list-style-type: none"> • Providing advice and support to staff; and • Ensuring all Critical Incidents are investigated fully and appropriate rectifying action undertaken. • That Category 1 incidents are reported to either DHHS (HACC clients) or the Department of Education (Child Care) <p>All Staff are responsible for:</p> <ul style="list-style-type: none"> • Adhering to all policies and procedures of the organisation; and • Ensuring they are fully aware of and understand their obligations in relation to Critical Incidents.
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Definitions	<p>Critical Incident</p> <p>A critical incident is a traumatic event, or the threat of such, with is life threatening or perceived as such by the individuals concerned. Those affected include survivors, bereaved, witnesses and helpers.</p>
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	<p>Such events can cause people to undergo unusually strong emotions such as shock, distress or horror and which can reduce one’s ability to react in an adequate manner.</p> <p>Examples of critical incidents include:</p> <ul style="list-style-type: none"> • suicide or attempted suicide; • physical assault, including sexual assault; • accidental death or serious injury; • serious threatening behaviour; • fire or explosion; • road accidents; • sudden storms or other terrestrial incidents; • incidents involving firearms or bombs; • theft, especially of a recurrent kind.
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Relevant Legislation	<p>Work Health and Safety Act 2011 (Commonwealth)</p> <p>Model Work Health and Safety Regulations 2011 (Cth)</p> <p>The Occupational Health and Safety Act 2004 (Victoria)</p>
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Related Documents	<p>Critical Incident Procedure</p> <p>Workers Injury Claim form</p> <p>Participant Injury Report Form</p> <p>Sign in Sign out Procedure</p> <p>Emergency Management Plan</p>
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