



Responding to Incidents Procedure

What is an incident?

Definition

An incident is broadly defined as:

- Any event or circumstance that resulted, or could have resulted, in unintended and/or unnecessary harm to a person, or loss or damage to property
- A near miss which did not cause harm, but had potential to do so
- Any event which deviates from standard policy or procedure
- Anything illegal (e.g. assault, sexual misconduct, fraud)

Examples:

- First aid
- Fire/evacuation
- Bomb threat
- Threat of violence
- Gas leak
- Emergency lockdown
- Suicide/Self-Harm
- Verbal/Physical assault
- Community Member Timed Out

1. Incident has occurred

2. Respond according to procedure

3. Inform Line Manager

4. Complete Incident Form (within 2 business days)

5. Email Incident Form to Line Manager and HR & Compliance Manager

6. Report to external authorities if appropriate

If Emergency Services were called:

Inform a member of the management team:

1. General Manager
2. Business Services Manager
3. HR & Compliance Manager

If the General Manager is unavailable, staff must move down the list until someone in management is contacted.

Then complete steps 3-6.

All incidents are recorded in the Incidents Register and analysed every six months for patterns and themes. This forms part of our continuous quality improvement processes.

At any stage you can seek support / debrief via Line Manager or HR & Compliance Manager