

Critical Incident Policy

Policy

Critical incidents involving services, employees or clients will be reported in accordance with procedures to ensure they are efficiently and effectively managed.

This policy recognises the importance of the health, safety and well-being of clients, staff, and the public. A standard system of reporting critical incidents will enhance quality service provision and minimise the risk of harm to clients, staff, volunteers, and the public

Definitions

A **critical incident** is a traumatic event or situation, either accidental or deliberate, where there is risk of or actual serious harm, injury, or death.

Procedure

All critical incidents must be recorded on the organisation's **Critical Incident Report** and include the following actions:

At the time of the incident:

- Contact emergency services as soon as it is safe to do so. Ensure injured and/or traumatised employees, clients or members of the public are provided with an appropriate emergency response.
- Inform the CEO or most relevant staff member, immediately.
- Where the critical incident involves suspected criminal activity, the matter must be reported to the Queensland Police Service, regardless of any issues of consent or confidentiality.
- Inform government agencies, such as funding agencies and the Department of Communities, in accordance with legislative requirements. More detailed reporting may be required in some circumstances, e.g., where the incident involves a child or an adult with impaired capacity. Your local Community Support Officer or equivalent in Communities and Disability Services Queensland will provide advice on these matters.

Immediately after the incident:

- Assist those involved in the incident to contact family or support persons to advise them of the situation.
- Provide people who have been exposed to the critical incident with emotional support and practical assistance.
- Assist in providing transport if required.



- If the critical incident is of a Police nature or a workplace health and safety issue, ensure the area or site is not disturbed.

Following the incident:

- Encourage employees or clients to seek further assistance if necessary.
- Defuse any issues for employees involved in the critical incident.
- Provide a professional post-trauma counselling service if required.
- Return the worksite to normal operation as soon as practicable.
- Follow up with employee's status at a later date as required.

For further information regarding workplace health and safety issues contact Worksafe on 1300 362 128 or access the web address at <https://www.worksafe.qld.gov.au/>

Related Documents:

[Critical Incident Report](#)