

Mansfield Autism Statewide Services

Critical Incident Policy and Procedures

EC2	Emergency & Critical Incidents	Critical Incidents Policy and Procedures
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What this policy aims to do	Ensure effective critical incident response and management to keep clients and staff safe and continue critical business activities.
Who this policy applies to	Board members, managers, employees, contractors and volunteers and MASS clients.
Who is responsible for carrying out this policy	Board members, managers, employees.
What words used in this policy mean	A <i>critical incident</i> is a traumatic incident which creates significant danger or risk that could cause staff, clients and families to feel unsafe, vulnerable and under stress.
Legislation this policy is based on	DFFH Critical Client Incident Management Instruction, technical update 2014 Victorian Child Safe Standards NDIS Code of Conduct NDIS (Incident Management and Reportable Incidents) Rules 2018 NDIS Practice Standards 2021
Other relevant policies	SA1 Rights and Responsibilities MS8 Communications and Public Relations EC1 Emergency Management HS4 Child Safe HS6 Duty of Care HS5 Freedom from Abuse and Neglect HS10 Client Incident Reporting

Version	Date	Author/Editor	Approved by	Notes
1.0	18/04/2023	Tessa de Vries	S. Reeves	New policy
1.1	14/02/2024	T de Vries	S Reeves	Annual review

CRITICAL INCIDENT POLICY

Critical Incident Policy

Definition

A critical incident is a traumatic incident which creates significant danger or risk that could cause staff, clients and families to feel unsafe, vulnerable and under stress. A critical incident may impact a few clients and/or staff, or it could affect the whole community.

A critical incident may include but is not limited to:

- serious injury, illness or death of a client or staff member
- clients or staff member lost or injured while under MASS' care
- a missing client
- client and/or staff member witnessing death or serious injury
- the destruction of all or part of MASS facilities
- natural disaster such as bushfire, earthquake, flood, windstorm, hailstorm or extreme temperatures
- severe verbal or psychological aggression and/or assault
- unlawful sexual or physical contact with, or assault of, a client or staff member
- negative media attention causing significant reputational damage.

Commitment

MASS is committed to ensuring effective critical incident response and management to keep clients and staff safe and continue critical business activities.

CRITICAL INCIDENT POLICY

Overview of response

Staff member contact emergency services directly if immediate medical attention or police intervention is required.

Staff member to establish clear and accurate account of the incident: what happened, what time, location, any relevant details. Identify any other witnesses.

Emergency services

Appoint a spokesperson to liaise with emergency services

Spokesperson to contact emergency services (police, SES, ambulance, as needed). Provide incident and client detail

Spokesperson to maintain regular contact with emergency services

Liaise with family

Appoint spokesperson to liaise with the client's family

Spokesperson to contact family. Describe the incident and response plan.

Spokesperson to maintain regular contact with family and refer to support services if needed

Liaise with media

Appoint a spokesperson to liaise with the media

Assess if media involvement is necessary. Follow legal advice and police advice when engaging with media

Spokesperson to inform staff. Staff are to have no engagement with media including social media

