



1. Purpose and Scope

1.1 Purpose

This policy provides an effective and coordinated response to Critical Incidents affecting staff, volunteers, users, and members of the South Perth Learning Centre Inc. (**Centre**).

1.2 Scope

The Centre Management Committee recognises that the health and safety of any person that works, volunteers and / or participates in activities and programs at the Centre is a priority. If any Critical Incidents, work-related illness, or accidents do occur, they should be reported immediately. All of these incidents should be investigated to ensure that the possibility of recurrence or further risk is minimised.

2. Related Documents

The following documents either contain references to this policy or are referred to in this policy:

- Dealing with the Media Policy

3. Relevant Legislation

Occupational Safety and Health Act 1984 and Regulations Workers'
Compensation and Injury Management Act 1981

4. Definitions

Critical Incident Any event or series of events which causes or could have caused injury, illness, damage to plant, equipment, vehicles, property, material, or the environment. It also includes losses of containment, fire, explosions, non-compliance with environmental regulatory requirements, vehicle incidents and off-site incidents.

5. Policy

4.1 Management of Critical Incidents

The Centre coordinator will:

- Provide a mechanism for reporting accidents, incidents, work-related illness, and dangerous occurrences.
- Investigate accidents to determine the root cause with the objective of preventing a recurrence.
- Work with the Management Committee when handling a Critical Incident.
- Obtain statistical information about the accident or incidents.



- Ensure adherence with state legislative requirements for reporting accidents and incidents.
- Ensure the Management Committee is informed and aware of Critical Incidents and apparent risks within the operations.

4.2 Reporting of Critical Incidents

- All accidents or incidents that result in an injury or work-related illness during the course of work must immediately be reported to the coordinator / manager.
- The report should be done verbally immediately and as soon as practicable after an accident or injury. It should then be written in the Incident / Accident Report Form.
- The Worksafe Western Australia Commissioner will be notified should it be required.
- Any workplace accident or incident (dangerous occurrence) which has the potential to result in injury, or damage to property must be reported in the same manner as an incident or accident that results in injury or damage.

4.3 Responsibilities

It is the responsibility of the Management Committee to ensure that:

- The coordinator / manager is aware of and understand the principles of incident and accident reporting and investigation;
- All incidents and accidents that result in or have the potential to result in injury or damage are investigated and any corrective or preventive action is taken; and
- All matters relating to employee / volunteer welfare are dealt with in the most appropriate and timely manner.

It is the responsibility of all employees, including volunteers, users or contractors to ensure that:

- Accidents and hazards are reported to the coordinator / manager at the earliest opportunity;
- Any potentially dangerous situation is brought to the attention of the coordinator / manager; and
- All requirements and obligations under the relevant legislation are complied with.

It is the responsibility of the coordinator / manager to:

- Assist the Centre Management Committee in identifying the causes of dangerous occurrences and accidents and develop corrective action;
- Inform the Management Committee of any incidents at the next Management Committee meeting, or earlier if it is deemed urgent; and
- Ensure local and state authorities are appropriately notified of all reportable occurrences or events.

6. Procedures



5.1 Designated Officer

The Designated Officer will be the coordinator / manager.

Should the coordinator / manager not be available, the Designated Officer will be the Chair of the Management Committee .

5.2 Reporting of Incidents

All accidents or incidents that result in an injury or illness at the Centre must be reported to the Designated Officer immediately of the incident occurring.

5.3 Immediate Actions

- The Designated Officer will ensure the safety of staff and volunteers, including activating evacuation procedures and/or contacting emergency services if required.
- Where there is risk of further harm to other life or property, emergency services must be requested immediately.
- Provided there is no threat to personal safety in doing so, the Designated Officer is to take steps to minimise further damage or injury.
- This may involve asking other staff, volunteers, users or members to provide support.
- If emergency services are not required, all injuries and illnesses must be assessed by the first aid officer/s to determine whether medical treatment is required.
- If medical treatment is required, the first aid officer/s or person in authority must ensure that suitable arrangements are made for transport to a doctor or hospital (e.g. ambulance). It must be noted that:
 - All eye injuries (including foreign objects between the eye and eyelid which is not dirt or dust particles) must be referred to a doctor or hospital.
 - When injury or illness involves a chemical, a Material Safety Data Sheet and other information which may have been prepared for such incidents must accompany the injured person to the doctor or hospital.
- The Designated Officer will identify the full name of those involved in the Critical Incident, if possible.

5.4 Secondary Actions

- The coordinator / manager is to identify any other parties who may need to be notified of the incident and who may be affected by the incident and advise the Chair.
- The Chair will determine the best communication method and support response, with care to uphold the privacy and sensitivity of the incident.
- The Management Committee may direct the coordinator / manager to arrange access to counsellors for parties who may be affected by the incident.
- All inquiries from staff, volunteers, users, members and others who have a legitimate interest in the matter will be directed to the coordinator / manager to manage.
- Should the incident attract media inquiries, it will be managed using the Dealing with the Media Policy.



5.5 Reporting

- The Designated Officer will complete an Incident / Accident Report Form for all incidents and injuries involving staff, volunteers, contractors, users, members, or the general public at the Centre.
- The Designated Officer will review the situation, set priorities, allocate tasks/responsibilities, and coordinate an immediate response including communications to relevant individuals.
- The Designated Officer should ensure that an appropriate incident investigation for all injuries and Critical Incidents are conducted, and reports provided to the Management Committee.
- Each accident or incident must be investigated in consultation with the Management Committee to ensure that corrective or preventive action is taken as appropriate.
- The Designated Officer will organise ongoing response/follow up.
- A copy of all records must be retained and filed by the Designated Officer.
- The Designated Officer should immediately notify the Worksafe Western Australia Commissioner of the incident if it results in any injury of a kind prescribed in the legislation e.g., fractured skull, spine or bones, amputation, loss of sight in an eye or any injury that, in the opinion of a medical practitioner, will prevent the worker from working at least ten days from the date of the incident.

5.6 Lodging a Workers Compensation Claim

- If the incident / injury results in a Worker's Compensation claim, the coordinator / manager will inform the Management Committee immediately, and work with the Management Committee to develop a plan to support the injured worker within the resources available.
- With the guidance of the Management Committee, the coordinator / manager will:
 - Assist the worker in filling out a Worker's Compensation form;
 - Complete a Worker's Compensation form on behalf of the employer;
 - Explain the rights, obligations and procedures to the injured worker;
 - Ensure the worker is offered reasonable access to adequate support and an accredited rehabilitation provider; and
 - Where appropriate, arrange for a return to work in collaboration with the treating physician and/or accredited rehabilitation provider.
- All records, including completed Worker's Compensation forms, will be filed in the staff member's personnel file.
- All claims for compensation must be accompanied with an appropriate medical certificate for time lost.

5.7 In the event of a death

- Advise emergency services on 000.
- If an incident results in a death, the site of the incident must not be disturbed until:
 - A Worksafe or Police representative arrives at the site of the incident; or
 - A Worksafe or Police representative directs otherwise at the time of notification.
- The above does not apply if the disturbance to the site is for the purpose of:
 - Protecting the health and safety of any person;
 - Aiding an injured person involved in an incident; or



- Taking essential action to make the scene safe or to prevent a further occurrence of an incident.
- The Designated Officer should immediately notify the Worksafe Western Australia Commissioner of the incident if it results in death.

5.8 De-brief and Follow-up

- The Designated Officer will organise de-briefing to evaluate response procedures and make recommendations for handling future Critical Incidents.
- The Designated Officer will prepare advice for the Centre's Management Committee outlining steps required to prevent future related Critical Incidents.

5.9 Responsibilities

The responsibilities are detailed in the policy above.

7. Document History

Document name:			
Version number	Version date	Approved by	Description of changes
1.0	16 Jan 2021	Management Committee	Adopted
2.0	22 June 2021	Management Committee	Revised for relevancy and clarity.

8. Approval

Name	Clementine Kohler
Position	Management Committee, Chairperson
Date	22 June 2021