

CRITICAL INCIDENT POLICY

Philosophy/Purpose

ME/CFS Australia (Victoria) is mindful of its legal and ethical obligations to ensure the physical and emotional safety of its staff and those people with whom we come in contact during our daily work activities. It is with these obligations in mind that the following policy has been developed.

Definition

A critical incident is defined as any event which, in the opinion of staff, has (or potentially has) negatively affected a staff member or person with whom they are working.

Purpose

The purpose of recording and reporting a critical incident is to identify any risk factors related to work practice and to either assist in preventing critical incidents or alternatively highlight the need for reviewing work practices and policies.

Guidelines/Strategies

Any incident identified as critical to a staff member should be immediately reported to the CEO of the ME/CFS Australia (Victoria) who in turn should report it to the Committee of Management at its next meeting or earlier if necessary.

Any incident identified as critical to a person a staff member is working with should be immediately reported to the CEO.

If a staff member requires debriefing or other assistance it is the responsibility of the CEO to ensure the staff member's needs are met. Debriefing is not regarded as a one off event. If the staff member or the CEO deem it necessary, an external referral may occur to assist the staff member or other person(s) involved.

A critical incident report form (see attached) should be completed within 24 hours of the incident and given to the CEO.

The incident report may be discussed at the Committee of Management meeting to ascertain what action if necessary needs to be taken regarding policy changes or staff development.

A special file maintaining records of all critical incidents shall be kept by the CEO.

Depending on the nature of the critical incident, additional copies of the incident may be filed in the individual employee's record and/or client/participant file.

It is expected that all staff have a role to play in preventing critical incidents. Therefore, in instances where staff identify potential problems regarding either their own safety or the safety of others, they should bring the matter to the attention of the CEO as soon as possible.

Responsibility

The Committee of Management as a whole is responsible for ensuring the policy objectives are achieved although it may delegate particular duties to its members.

The CEO will be responsible for ensuring that all staff, including volunteers, comply at all times with Government legislation and this policy.

Policy Endorsement Date: Jan 2010

Policy review date: 2012

Critical Incident Report Form

Date of Incident:	
Time of Incident:	
Persons Involved:	
Description of Incident:	
Person Reporting Incident:	
Print Name:	
Signature:	
Date:	
Manager:	
Date:	
Date Reported to Board:	
Follow Up Action Taken:	