



POL 1035 Incident and Critical Incident Management Policy

Organisational

Our Commitment

Guide Dogs Queensland (GDQ) recognises that the health and safety of its employees, volunteers and clients is a priority and that if accidents or incidents do occur, they should be reported. Incidents will be investigated to ensure that the possibility of recurrence or further risk is minimised.

GDQ understands the importance of incident reporting and investigation and has developed hazard inspection, hazard reporting and maintenance programs to minimise workplace accidents or dangerous occurrences.

This policy applies to all employees, volunteers, contractors and visitors under the control of GDQ.

Purpose

This policy has been developed to ensure that all employees (including volunteers) understand the processes to be taken in the event of a dangerous occurrence or accident.

Definition

Incident refers to any event which causes or could have caused injury, illness, damage to plant, equipment, vehicles, property, material, or the environment or public alarm.

It also includes losses of containment, fire, explosion, non-compliance with environmental regulatory requirements, vehicle incidents and off-site incidents.

Policy

GDQ 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;
- Provide support for staff through the Employee Assistance Program;
- Obtain statistical information about the accident or incidents;
- Meet legislative requirements for reporting accidents and 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 Management.

Any dangerous occurrence which has the potential to result in injury or damage to property must be reported in the same manner as an accident.

In the event of a dangerous occurrence or accident GDQ must ensure the relevant state authority is notified within the required timelines, and that a full investigation is undertaken to determine the root cause.

The most appropriate corrective action will be taken to ensure the incident does not recur.

Associated Documents/Legislation/Standard

Documents

- PRO 1035 Incident Management Procedure

Standards

- Human Services Quality Framework
- National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018

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