

Critical Incident Policy

Community Connection's Position

Community Connection believes that reporting incidents in an appropriate and timely manner, and making the necessary adjustments to service practice that investigation suggests, assists in reducing the likelihood of a recurrence.

Managing the Incident

Community Connection will ensure that:

- staff members are aware of their duty of care and the actions to take when an incident occurs;
- immediate issues will be resolved and reporting obligations met;
- systemic risks associated with providing services are identified, evaluated and mitigated;
- a service culture in which the safety and wellbeing of clients, staff and other persons is actively managed and is subject to continuous improvement.

Reporting

Incidents will be reported and managed in a way that is responsive to the immediate circumstances of the incident, the rights of those involved, and the need to ensure that any risks of recurrence are minimised as far as possible.

Individuals and families will be informed of all incidents relating to them and the outcomes of any investigation.

Critical incidents will be reported to the relevant government departments or agencies as identified in the Critical Incident Procedure.

Investigation

Community Connection will ensure that each incident is investigated to the appropriate degree required by its severity and impact.

Beyond the initial notification and resolution of a critical incident, appropriate steps must be taken to manage the risk of any recurrence. Community Connection will examine the evidence obtained from investigations of incidents with the aim of identifying and responding to systemic and other causal factors.

Recording

Community Connection will ensure that written records of all incidents will be produced and that they are kept for three years.