Guide Dogs.

POL 1035 Incident Management Policy

Organisational

Our Commitment

Guide Dogs Queensland (GDQ) recognises that effective risk management includes the management of incidents and critical incidents. In managing incidents, GDQ is committed to learning and improving to reduce the likelihood of recurrence and minimise impacts to our people and community.

Application

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

Definitions

Incidents: An act, omission, event, or circumstance that results in a loss, harm or near miss. This includes incidents related to health, safety, colony, environment, vehicles, other property, reputation damage and those occurring through service provision to clients.

Critical incident: At GDQ, the following are considered critical incidents:

- Reportable Incidents (NDIS) – as defined by the NDIS Quality and Safeguards Commission
- Notifiable Incidents (WHSQ) – as defined by Workplace Health and Safety Queensland (WHSQ)
- Death of a dog, serious illness to a dog, accidents involving the colony
- Incident with potential to impact our brand or reputation.

What We Will Do

GDQ will:

- Provide a mechanism for internal reporting of incidents in a timely manner
- Meet legislative requirements for external reporting of incidents, including notifying the relevant regulatory authority within the required timelines where required
- Communicate, educate, and develop skills of employees as required to manage incidents effectively
- Investigate incidents to learn from them to minimise the likelihood of recurrence
- Gather information about incidents to identify emerging risks and manage proactively
- Provide all clients with information regarding how GDQ manages incidents and critical incidents including how they are managing incidents involving them

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- Provide training relevant to their role to all staff in how to respond to incidents and critical incidents.

Associated Documents

- PRO 1035 Incident Management Procedure
- FRA 5007 Risk Management Framework
- PRO 1001 Data Breach Procedure

Applicable Legislation

- NDIS (Incident Management and Reportable Incidents) Rules 2018

Document Control

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