



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 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 an incident.

Definition

Incident is 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 and those occurring through service provision to clients.

Policy

GDQ will:

- Provide a mechanism for reporting incidents, work-related illness and dangerous occurrences, such as near misses, in a timely manner;
- Investigate incidents to learn from them in order to minimise the likelihood of recurrence;
- Provide support for staff through the Employee Assistance Programs;
- Obtain statistical information about the incidents;
- Meet legislative requirements for reporting accidents and incidents.

All 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 critical incident GDQ must ensure the relevant regulatory authority is notified within the required timelines, and that a critical incident investigation is undertaken.

Associated Documents/Legislation/Standard

Documents

- PRO 1035 Incident and Critical Incident Management Procedure

Document Control

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