

Y Whittlesea

Critical Incident Policy

1. Purpose:

The purpose of this policy is to outline the steps to be taken following all serious incidents, in order to address the incident in a fair, supportive and comprehensive manner.

2. Scope:

This policy applies to all staff and volunteers of Y Whittlesea

3. Definitions:

- **'The Y' or 'Y' or 'Y Whittlesea'**: refer to YMCA Whittlesea Inc, YMCA Whittlesea Community Services

4. Policy:

The Critical Incident Policy aims to:

- Promote the appropriate action and commitments in response to critical incidents.
- Help you understand the types of critical incidents
- Clearly refer to the Critical Incident Procedure that will ensure:
 - We allocate appropriate resources and establish relationships to manage critical incidents compliance with the Y National Insurance Program.
 - clarify responsibilities during a critical incident.

When managing serious incidents, we will ensure we:

- Respond to the immediate needs of all individuals involved.
- Take any necessary action to keep the environment safe.
- Communicate with the participant and staff member, relatives, carers, friends or advocates and other service providers in a timely manner.
- Ensure details of the incident are documented thoroughly and confidentially
- Ensure all people concerned can provide their version of events.
- Provide ongoing support to those involved
- Communicate across the Y with the approach of positive reporting.
- Review incidents over time and make recommendations for improvements.
- Generate and implement improvement strategies and action plans.
- Monitor and review the effectiveness of action taken.
- Support a reporting incidents culture amongst participants and staff.
- Communicate/document reportable incidents to the relevant external bodies.
- Review Incident processes regularly to ensure best practice.

4.1 What are Y Whittlesea Category 1 and 2 Incidents?

4.1.1 Category One Incidents – Major Impact

Category one incidents are the most serious; and such incidents occurring on-site or during service delivery must be reported. Incidents at other times may also need to be reported where there is a direct and obvious relationship to, and impact on the delivery of service. Category one incidents include:

- an unexpected death of a client, staff or volunteer member or contractor
- the apparent alcohol or drug-related death of a client, or a drug or alcohol overdose where the client is admitted to hospital as an inpatient and is unlikely to fully recover
- a serious injury to a client, staff or volunteer member or contractor
- allegations of, or actual serious physical or sexual assault
- allegations of, or actual neglect
- unlawful sexual or physical contact with, or assault of, a client
- sexual misconduct committed against, or in the presence of, a client, including the act of grooming
- use of restrictive practice which has resulted in harm to a person with a disability
- a fire involving death or serious injury, or a serious fire resulting in closure or significant damage to parts of a building or its contents which poses a threat to the health and safety of staff or clients
- serious property damage resulting in closure or significant damage to parts of a building or its contents, which poses a threat to the health and safety of staff or clients

- incidents in residential settings that have placed other residents at risk of harm
- a resident of a group home missing for a significant period of time where there are concerns for their welfare, or where a missing person's report has been lodged with the police
- an event that has the potential to involve the relevant minister
- an event that has the potential to subject the department or service to high levels of public or legal scrutiny.
- Safeguarding issue – e.g., child escape
- Insurance risk
- Redress risk
- Severe physical, emotional, or psychological injury or suffering which is likely to cause ongoing trauma.
- A pattern of incidents related to one client which, when taken together, meet the level of harm to a client defined above. This may be the case even if each is assessed as a non-major impact incident.
- Privacy Breach
- Industrial relations risk that may damage the Y's reputation

Reportable conduct under the Reportable Conduct Scheme

There are five types of 'reportable conduct':

1. sexual offences committed against, with or in the presence of a child
2. sexual misconduct committed against, with or in the presence of a child
3. physical violence against, with or in the presence of a child
4. any behaviour that causes significant emotional or psychological harm to a child
5. significant neglect of a child.

Reportable conduct can apply to the following people associated with an organisation:

- employees
- volunteers
- contractors
- office holders
- ministers of religion
- officers of a religious body

Commission for Children and Young People (CCYP) can only accept an allegation about a person who is 18 years or older. It is not feasible to list every possible type of category one incident, and it is expected that senior staff will use their judgement in considering the sensitivity and appropriate grading of individual incidents.

4.1.2 Category Two Incidents – Non-Major

Category two incidents involve events that seriously threaten, clients, staff, volunteers or contractors, but do not meet the category one definition. Incidents occurring on-site or during service delivery must be reported. Category two incidents include:

- Use of restrictive practice which has not resulted in harm to a person with a disability
- Use of restrictive behaviour that is unauthorised or not in accordance with a behaviour support plan
- Person with injury receives treatment by a medical practitioner but is not admitted to hospital as an inpatient
- A drug or alcohol overdose where treatment is received by a medical practitioner but not admitted to hospital
- Assaults that do not classify as category one incidents
- Serious threats made against clients or staff, volunteers, or contractors
- Unethical behaviour by staff, particularly if it involves taking advantage of clients
- Client behaviour that could result in potential risk to client or others
- Criminal behaviour resulting in police intervention. *Staff will need to use their judgement in relation to this incident type. Some clients or client groups may have more frequent involvement in the criminal justice system than others. Serious charges should always be reported.*
- Incidents that have the potential to escalate to a category one.
- Incidents that cause physical, emotional, or psychological injury or suffering, without resulting in major impact as defined above.
- Impacts to the client which do not require significant changes to care requirements, other than short-term interventions. For example, first aid, observation, talking interventions or short-term medical treatment.
- Incidents that involve a client but result in minimal harm.

Privacy data breach

A privacy incident may be a breach, a possible breach or a 'near miss'.

- **Breach or Possible Breach** – an action or omission that results in loss, theft, misuse or unauthorised disclosure of personal information, or has the potential to do so.
- **Near Miss** – are situations where a breach would have occurred without intervention. This includes situations where a privacy incident has occurred without any actual disclosure of personal information
- Where a complaint has been made that a privacy breach has occurred, which then needs to be investigated (all allegation of privacy breach).

5. Related policies:

- [Safeguarding Children and Young People Policy](#)
- [Responding to Child Abuse Reports and Allegations Policy](#)
- [Y Australia Critical Incident Policy](#)
- [Y Australia Crisis Management Plan](#)

6. Related procedures and supporting documents:

- Critical Incident Procedure
- Incident Reporting and Investigation Procedure
- Incident Classification and Reporting Procedure
- Responding to Child Abuse Reports and Allegations Procedure
- Notifiable Incidents for WorkSafe and National Y
- Data Breach Response Plan
- [Reportable Conduct Scheme](#)
- [DHS Privacy Incident Reporting](#)
- Code of Conduct

7. Legislative and Industry Requirements:

- [Link](#) to Legislative Compliance Register

8. Consequences of breaching this policy:

All elements of this policy must be adhered to, and any breach will be dealt with in accordance with the [YMCA Whittlesea Disciplinary and Termination Policy](#).

9. Variations:

Y Whittlesea reserves the right to vary, replace or terminate this policy from time to time.

10. Policy owner:

The Human Resource Manager is responsible for keeping this policy current - including making amendments as required, and regular reviews as scheduled.

11. Document Control:

Review of this policy will be undertaken every two years, or prior as required by law, in consultation with appropriate Y People.

Policy available on Y-MAC>Communication>Manuals and Files>Policies and Procedures

This document is due for review on 5/05/2027.

Version	Description of Amendment, Approver and Date:	Amended by/Approval date:	Issue Date:
V7	Review and updated with One Y Critical Incident policy and separated policy and procedure	Exec Team	05/05/2025
V6	Inclusion of NDIS reporting requirement, contact details, updating of Appendix and	Annette Jurisch	23/07/19
V5	Update of legislation	Sandra Marson	2/9/19
V4	Updated to link to National Redress Scheme	Sandra Marson	01/05/18
V3	Included timeline for National YMCA critical reporting and appendix 2.	Sandra Marson	13/03/18
V2	Safeguarding review	Geny Zambello	30/08/16
V1	Policy creation	Sandra Marson	