

## **Guideline for Reporting Critical Incidents**

### **DEFINITION**

A critical incident is any event or series of events that is sudden, traumatic, overwhelming, threatening or protracted. It may cause extreme stress, fear or injury.

Critical incidents may include, but are not limited to:

- serious injury, illness, or death
- severe verbal or psychological aggression
- physical assault
- worker/event participant witnessing a serious accident or incidence of violence
- natural disaster e.g. earthquake, flood, windstorm, hailstorm, or extremes of
- temperature
- fire, bomb-threat, explosion, gas or chemical hazard
- social issues e.g. sexual assault, drug use, alcohol abuse

### **POLICY STATEMENT**

The event Organiser(s) will provide an effective and coordinated response to critical incidents affecting instructors, volunteers and event participants. If an instructor or volunteer becomes aware of a critical incident they are required to inform the Event Organiser(s)

### **PROCEDURES**

#### **1. Designated officer**

- The designated officer will be the Event Organiser.

#### **2. Assessing the situation**

- Where the designated officer considers a critical incident to be apparent or likely, he/she must alert the instructors and/or volunteers.
- The designated officer will assess the situation and consider any apparent risks to their own safety.

#### **3. Immediate steps**

- Ensure the safety of instructors/volunteers/event participants, including activate evacuation procedures if required
- Ensure the provision of first aid if required
- Contact emergency services if necessary and if not already done.
- Provided there is no threat to personal safety in doing so, the designated officer is to take steps to minimise further damage or injury. This may involve organising willing bystanders to provide support.
- The designated officer will review the situation, set priorities, allocate tasks/responsibilities and coordinate an immediate response including communications to relevant individuals.
- The designated officer will organise ongoing response/follow up (which may include instructor/volunteer/event participant briefing, counselling, review and reporting).

#### **3. Reporting**

- As soon as practical the designated officer is to complete the Critical Incident Initial Report Form

**4. De-brief and follow up**

- The designated officer will organise de-briefing to evaluate response procedures and make recommendations for handling future critical incidents.
- The designated officer will prepare advice for the HEWA Coordinator outlining steps required to prevent future related critical incidents.
- The Event Organiser and the HEWA Coordinator will incorporate lessons into future risk management plans for events.

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**Critical Incident Reporting Form**

Date incident occurred: \_\_\_\_\_

Location of incident: \_\_\_\_\_

Describe the incident: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Details of persons who may be injured, distressed or at risk due to incident: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Reason incident occurred: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Action taken when incident occurred: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Detail any follow up response required: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Recommendations for future actions (including changes to policy): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Costs incurred \_\_\_\_\_

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Name and contact details of parties involved \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Event Organiser use only:

Incident report has been reviewed by (insert Organiser name) \_\_\_\_\_

Risk Assessment plan needs to be updated:      Yes       No

Signed: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_