



STAFFING POLICY

Managing and Reporting Incidents (including emergencies)

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Endorsed by: Chair BoG

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This policy describes the requirements for managing and reporting Hampton Park Community House incidents, including emergencies.

Summary

- This policy and associated guidelines and procedures apply to incidents that impact children, students and/or the organisation operations and is brought to the attention of the Service Provider (Hampton Park Care Group Inc. Executive) regardless of when and where it occurred, provided it is impacting on the children in our care, clients, students, or community members within the Hampton Park Community House environment, including excursions.
- Hampton Park Care Group Inc. responsible persons must manage and report incidents in accordance with the guidance and procedures described.

Details

This policy applies to incidents that occur during operation hours in the all HPCH Services including:

- outside school hours care
- occasional care
- kindergarten
- community projects, programs and Adult Community education delivered as part Neighbourhood House and City of Casey and ACFE funded program
- integrated family support program





- during travel to and from Hampton Park Community House
- online environments
- excursions, or community events and activities
- any other location where there is subsequent impact back into the HPCH community.

An incident is an actual or alleged event or situation that:

- causes harm or creates a risk of causing harm to an individual's health, safety or wellbeing either directly or indirectly while under the care or supervision of Hampton Park Community House Children's Family or Community Services, including placement students and volunteers
- impacts an individual and is brought to the attention of the HPCH, regardless of when or where it occurred, provided it is impacting on the children, clients or community members within the HPCH environment
- causes harm or creates a risk of causing harm to an employee's, contractor or volunteers health, safety or wellbeing either directly or indirectly in the work setting
- affects or risks affecting the continuity of HPCH operations, including matters of security (including cyber security), property damage and emergencies
- requires police notification or involves matters of serious conduct
- is a WorkSafe [notifiable incident](#).

HPCH Incident Management System

HPCH is required to manage incidents according to 6 stages of the Regulators guidelines and HPCH Emergency Management, Health and Safety the 6 stages, which are:

1. Identifying incident and immediate response
2. Reporting an incident or complaint (Report for Support)
3. Ongoing support and recovery
4. Investigation
5. Incident review and closure
6. Analyse and learn

Stage 1: Identifying incident and immediate response

First and foremost, the immediate safety of children, staff, contractors, volunteers and the HPCH community is paramount. The following actions may be required:

- provide first aid
- contact emergency services on [000](#)
- enact the HPCH emergency management plan





- capture and preserve evidence (such as 'notifiable incidents' to WorkSafe or for criminal investigations)
- contact nominated family or carers.

Stage 2: Reporting an incident or complaint (report for support)

Following the immediate response, the Domain Area Manager (or delegate-responsible person) is responsible for assessing the severity of the incident, using the Severity rating decision-making matrix Attachment 3 (attached).

Incidents are rated as either:

- Low
- Medium
- High
- Extreme.

Incidents assessed as Low or Medium can be reported directly into incident report on the staff portal (by the Domain Area Manager (or delegate) to be reviewed and actioned by the Emergency Management Committee (EMC).

The Domain Area Manager (or delegate -Responsible Person) is to contact the Executive Officer (PMC) on 0407482315 and/or the BoG Chair on 0458766123 to report 'High' or 'Extreme' severity incidents for support (report for support). The Executive provides immediate advice and directs the Manager to services that can support response and recovery.

Certain incidents require additional steps, including the following:

- Notifiable incidents must also be reported to WorkSafe on 13 23 60. The incident site may need to be preserved until a WorkSafe inspector arrives. A completed incident notification form must be submitted within 48 hours.
- Any child protection concerns must be reported to Child Protection for mandatory reports or Child FIRST for any other child protection concerns. Refer to: Protecting Children – Reporting and Other Legal Obligations.
- Any allegations of criminal conduct must be reported to Victoria Police. Refer to: Department Protocol on Reporting Criminal Activity.
- Any allegations of sexual offenses committed by an adult against a child under the age of 16 must be reported to Victoria Police. Refer to: Police and Child Protection Interviews.





- Allegations of misconduct, unsatisfactory performance, sexual harassment and reportable conduct must be reported to the Executive Committee. Refer to: Reportable Conduct Scheme
- Any incidents of suspected fraud and/or corruption must be reported to the department's Fraud and Corruption Control Unit. Refer to: Fraud and Corruption Control.

Stage 3: Ongoing support and recovery

The Executive Officer (or delegate -Domain Area Manager) is responsible for providing immediate relief support to impacted children, staff, contractors, volunteers and community members. Where necessary and appropriate, additional support will be provided externally. When an incident is reported to the Executive, they will ask the Manager (or delegate) whether they require additional support (including recovery support) at the time of reporting.

Stage 4: Investigation

Some incidents may trigger investigations under other HPCH policies and legislative schemes (for example, privacy breaches should be reported in accordance with the [Privacy and Information Sharing policy](#), mandatory reporting to DFFH or DET). A preliminary investigation screening should be undertaken within two days of an incident being reported to the EMC.

For WorkSafe [notifiable incidents](#), the Domain Area Manager and/or their delegate are to conduct a formal incident investigation within 24 hours of the notifiable incident, where possible, using the Hazard-incident-complaint or equivalent.

For the investigation, the Executive Officer and/or their delegate may decide to convene an incident investigation team, comprising leadership staff, the HPCH's health and safety representative, affected employee and other employees and the Executive team depending on the nature of the incident. The investigation should seek to identify the causes and any potential hazards, and provide recommended control and preventative measures.

Stage 5: Incident review and closure

This stage outlines the process and accountabilities for incident reviews and closure. Reviews are discretionary but provide a valuable learning opportunity. The incident severity rating informs the responsible authority for closing incidents, in consultation with the Executive Officer. Incidents are closed when current and/or future risk is eliminated, mitigated or accepted.





Stage 6: Analyse and learn

This stage provides an overview of the EMC, Wellbeing, Health and Safety's data analysis framework for analysis of incident information.

Related Policies and supporting documents:

- Child Protection and Child Safe Standards (PROTECT)
- HPCH Staffing policies (including Participation of Volunteers and Students, Code of Conduct)
- HPCH Emergency Management Plan
- Reportable Conduct Scheme
- Safe Transportation of Children
- Mandatory Reporting
- Non-attendance
- Risk Assessment Resource ASEQA

Relevant legislation:

- Children, Youth and Families Act 2005 (Vic)
- Child Wellbeing and Safety Act 2005 (Vic)
- Health Records Act 2001 (Vic)
- Ministerial Order No.870 – Child Safe Standards
- Occupational Health and Safety Act 2004 (Vic)
- Occupational Health and Safety Regulations 2017 (Vic)
- Privacy and Data Protection Act 2014 (Vic)

References:

<https://www2.education.vic.gov.au/pal/reporting-and-managing-school-incidents-including-emergencies/guidance>

[QA2_Risk_Assessment_Resource.pdf \(acecqa.gov.au\)](#)

Authorisations:

Signature of Chair of BOG :

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