

1.35 Sexual Health and Family Planning ACT

Critical Incident Policy



Critical Incident Policy – when bad things happen



Policy

This book is a policy book.

This is a type of information document.

Policy documents tell you the rules we follow to keep you safe.

You can ask for help if you do not understand this information.

Hard words

This policy has some hard words.

The first time we write a hard word

- the word is in **blue**
- we will write what the hard word means.

About this policy

This policy is written by Sexual Health and Family Planning
ACT.

We say SHFPACT for short.

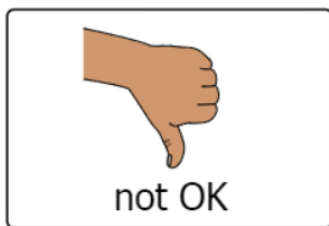
If words are **written in green**, it will link you to the document
mentioned when you click it.

This policy helps you know about **incidents**.

- An incident is when Not OK thing or accident that has
happened to me or another person.

When bad things happen

Sometimes, bad things can happen and people get hurt.



Incidents can happen even when we try hard to make things safe.

An incident is when a not ok thing or accident has happened to you or another person.



Like if

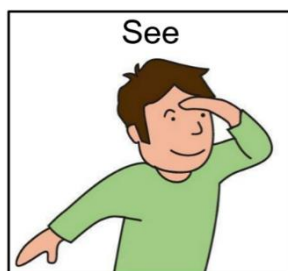
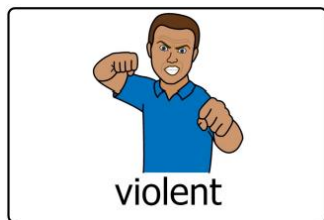
- you get hurt
- you need medical help while you are using supports from SHFPACT.

A **critical incident** is a very bad incident.



It is when something is not safe.

It is very serious.



Like if

- an emergency happens
- you are abused or you abuse someone else
- someone threatens you with physical or sexual violence or you threaten someone.
- you see this happen to someone else.



It is a critical incident if this happens to you anywhere.

It does not have to happen at SHFPACT.

You can tell us if you are hurt somewhere else.

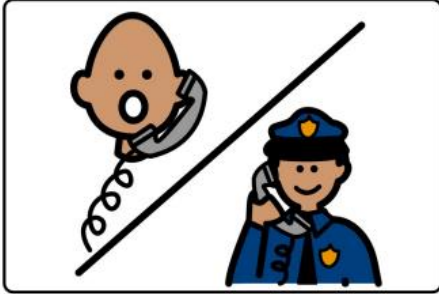
What do we do if a critical incident happens?

If a critical incident happens, we will work out what happened and why.



We will also tell the NDIS Commissioner.

The National Disability Insurance Agency will look into what happened and help you.

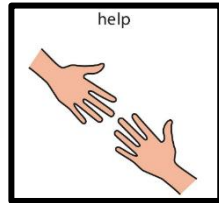


When we tell other people about a critical incident, it is called a **reportable incident**.

Like when we tell the Police or the NDIS.

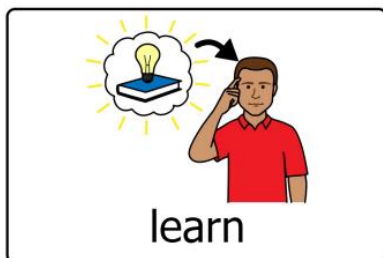


All reportable incidents are private talk.



If an incident or critical incident happens the senior staff will help you.

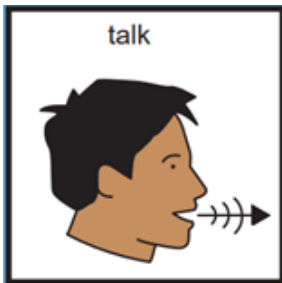
We will try to make things better.



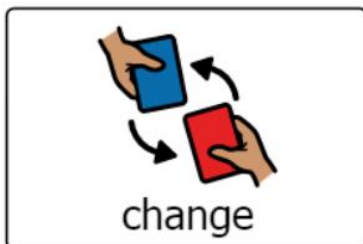
We will also try to learn from any bad things and incidents that happen to you.

To learn from the incident we will:

- look into what happened
- talk with you and other staff.



We will also talk to any other people that were hurt or sad.



- make changes to what we do to stop help make sure it does not happen again
- and keep documents.



We will keep documents about

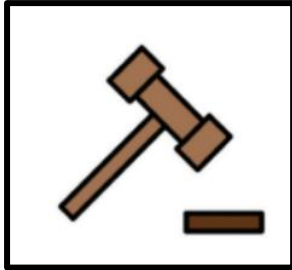
- what happened,
- what you think, and
- what we did to try to make things better.



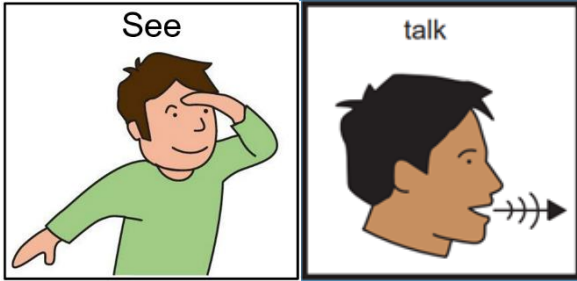
We will write this information down and store it safety.



We will keep the document for at least 7 years.



We might keep it longer if the law tells us to.

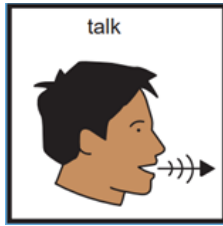


If you see an incident

If you see an incident happen, you need to tell a staff member straight away.

You will not get into trouble for telling us about an incident.

It is a good thing to tell a staff member.

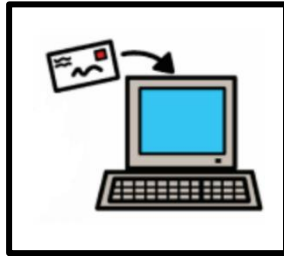


There are lots of people you can tell about an incident.

You could tell

- your Community Worker
- a different staff member like a nurse, a doctor, or a receptionist
- or the Executive director





You can tell the Executive Director
on the phone 02 6427 3077.

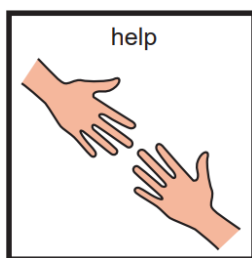
Or you can send an email to
ed@shfpact.org.au.

Who to tell outside of SHFPACT



You can also tell someone outside of SHFPACT.

You can tell the ACT Human Rights Commission or the NDIS Commission about an incident.



We can help you tell other people if you want.



ACT HUMAN RIGHTS
COMMISSION

How to talk to the Human Rights Commission

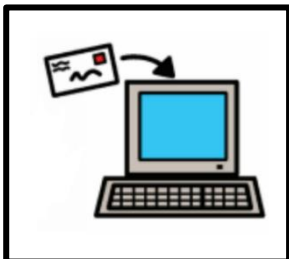
You can talk to the Human Rights Commission

- on their website at

www.hrc.act.gov.au/complaints



- on the phone 02 6205 2222



- or by email

HRCIntake@act.gov.au



How to talk to the NDIS Commission

You can also talk to the NDIS Commission if you want to.

You can talk to the NDIS Commission

- on their website at www.ndiscommission.gov.au
- on the phone 1800 035 544
- or on the teletypewriter (TTY) number 133 677.

Version Control

Policy name	1.35 Critical Incident Policy (Easy English)		
Policy location	SHFPACT SharePoint		
Policy version	v1.0 2024		
Policy application	All staff, All Council		
Policy approval date	November 21, 2024		
Policy review date	November 2027		
Policy and resource links	SHFPACT Code of Conduct SHFPACT Work Health & Safety Policy SHFPACT Risk Management Framework SHFPACT Open Disclosure Policy SHFPACT Partnering with Consumers Policy		
Version	Date	Author	Description
0.1	v2015-1		
1.0	21/11/24	SHFPACT	ED Approved