

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. It uses **new words in SHFPACT Policies**.

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.

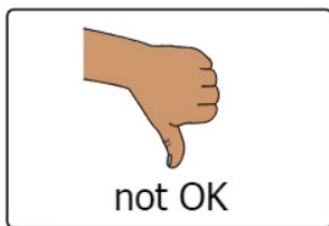
An incident is when a not ok thing or accident that has happened to you or another person.

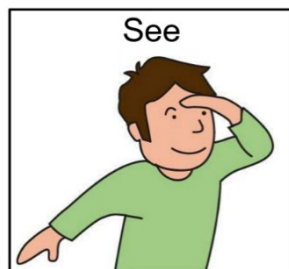
Like if

- 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?

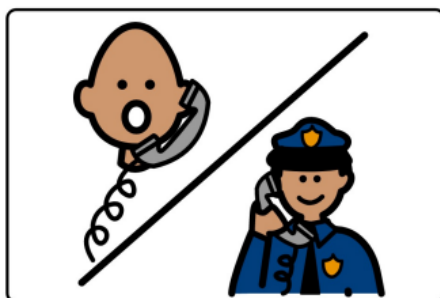
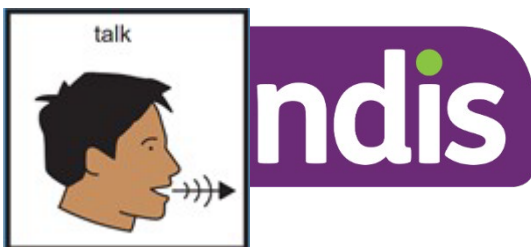
If a critical incident happens, our senior staff will quickly look into it.

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**.

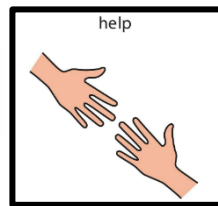
Like when we tell the Police or the NDIS.





All reportable incidents are private talk.

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



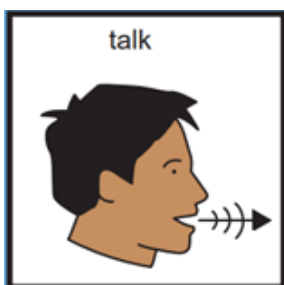
We will try to make things better.

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

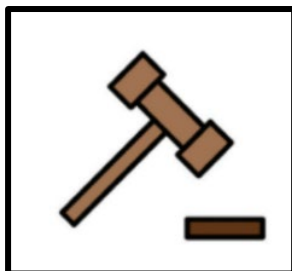
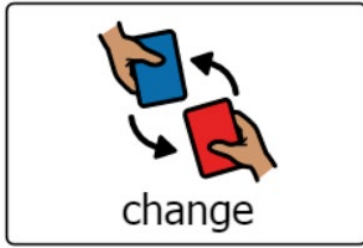


We will learn from the incident by:

- looking into what happened
- talking with me and other staff.



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



- making changes to what we do to stop the incident from happening again

- and keep documents.

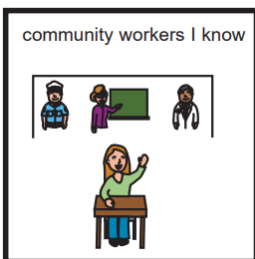
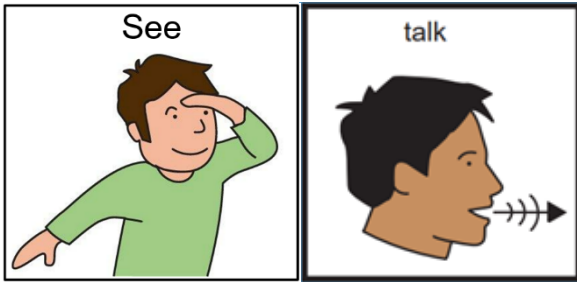
We will keep documents about

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

We will write this information down and store it safely.

We will keep the document for at least 7 years.

We might keep it longer if the law tells them too.



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



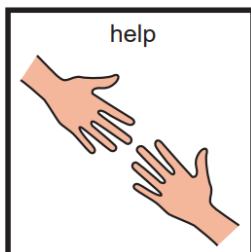
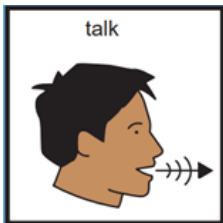
You can tell the Executive Director on the phone 02 6427 3077.

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.





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.