

INCIDENT & INJURY MANAGEMENT POLICY - MENTORING



PURPOSE

This policy will clearly define the:

- procedures to be followed if a young person is ill, or is involved in a medical emergency or an incident that results in injury or trauma
- responsibilities of staff and mentors when a young person is ill, or is involved in a medical emergency or an incident that results in injury or trauma
- guidelines to ensure that staff and mentors understand when an incident meets the DFFH criteria to be classed as a 'critical incident' and the associated responsibilities, including reporting through the DFFH Critical Incident Management System (CIMS).



POLICY STATEMENT

GUIDING PRINCIPLES


Sparkways is committed to:

- responding appropriately to the needs of a young person who is ill, is injured or experiences trauma, while attending any Sparkways Mentoring activity or event.
- protecting the young person's privacy and ensuring confidentiality regarding any critical incident or injury.
- reporting through the DFFH Client Incident Management System (CIMS) any critical incident involving a young person attending any Sparkways Mentoring activity or event within the required timeframe.

SCOPE

This policy applies to Mentoring staff and mentors when attending any activity or event relating to Sparkways Mentoring, such as but not limited to, Match Activity days, Mentoring Events and Mentor/Mentee reviews, meetings and catch ups.

Note: For Incidents and Injuries to staff and volunteers, refer to the OH&S Policy.

 RESPONSIBILITIES	Sparkways Mentoring Staff	Volunteer Mentor	Young Person	Parent / Guardian
Maintaining effective supervision of young person/people that is reflective of the young person's needs, abilities, age and circumstances, when attending any Mentoring program activity or event	X	X		
Being proactive, responsive and flexible in using personal judgments to prevent injury from occurring	X	X		
Having ready access to an operating telephone or other similar means of communication to enable immediate communication to and from parents and emergency services	X	X		
Ensuring that there is a minimum of one staff member with a current approved first aid qualification in attendance at any Mentoring Activity day or event <i>(refer First Aid Policy)</i>	X			
Ensuring that the portable First Aid kit is taken to every Mentoring Activity day or event and is up-to-date and fully equipped <i>(refer First Aid Policy)</i>	X			
Advising on application and during screening process <i>(refer Screening Policy)</i> , of any medical conditions and/or need with relation to the young person, and any management procedure to be followed with respect to that condition or need			X	X
Responding immediately to any incident, injury or medical emergency	X	X		
Ensuring that Mentoring Staff and parent/guardian of the young person is notified as soon as is practicable, but not later than 24 hours after the occurrence, if the young person is involved in any incident, injury, trauma or illness while attending a match catch up or activity day	X	X		
Notifying the young person's emergency contact person/s as authorised on the young person's medical form when the parents/guardians are not contactable	X	X		
Considering the emotional wellbeing of all young people, mentors and staff during and following an accident, injury, trauma or illness events	X			
Ensuring that regulatory and legislative responsibilities are met in relation to any incident, injury or medical emergency	X			
Ensuing notifications of <i>critical incidents (refer to Definitions)</i> are made to the regulatory authority (DFFH) <i>(refer to Definition)</i> through the CIMS program <i>(refer to Definitions)</i> as soon as is practicable but not later than 3 business days after the occurrence	X (Mangement)			

Completing the Incident & Injury Record (<i>refer to Attachments 1</i>) detailing any incident, injury or illness as soon as is practicable but not later than 24 hours after the occurrence.	X	X		
Recording the details of any critical incident, illness, injury or trauma in the Incidents & Injuries Register (<i>refer to Attachment 2</i>)	X			
Ensuring that Incident & Injury Records are maintained and stored securely, with all match documentation for a period of up to fifty years (<i>refer to Privacy and Confidentiality Policy</i>)	X			
Being contactable, either directly or through emergency contacts listed on the young person's medical form, in the event of an incident requiring medical attention				X
Requesting the parents/guardians, if necessary, to arrange for the young person involved in an incident or medical emergency to be collected from the mentoring activity or match catch up, or informing parents/guardians if an ambulance has been called	X	X		
Collecting the young person as soon as possible when notified of an incident, injury or medical emergency involving the mentor, who can no longer return the young person to their home				X
Covering any costs incurred should an ambulance be required for their young person while attending a match activity day or participating in a match catch up with their mentor				X
Conducting an investigation, case review or root cause analysis for critical incidents reported through CIMS as 'Major Incidents' as per the Client Incident Management Guide.	X (management)			



PROCEDURES

An Incident involving a Young Person

The following outlines the process *for staff and volunteer mentors*, to be followed in relation to all incidents that occur at a Mentoring activity, event, meeting or on a match catch up:

1. **Immediate response – Safety:** The safety of young people, staff and volunteers is of the highest priority. Following any incident, staff and/or mentor must respond immediately and appropriately to ensure the safety and wellbeing of young people and/or others present. This may involve calling for an ambulance or police or administering first aid. (*Refer to First Aid Policy*)

2. **Report -VICPOL:** If the incident may constitute a criminal offence or if police attendance is necessary to ensure safety or restore order, the incident must immediately be reported to the Victorian Police (VICPOL). In the event of such reporting, staff must seek to preserve physical evidence (e.g., medical or scene examination, clothing)
3. **Notifying:** Staff and/or mentor must immediately advise:
 - The young person's parent/guardian or emergency contact, of the incident and what course of action has been implemented and/or whether an ambulance has been called
 - If staff are present – contact their line manager and/or Executive Director of the incident either in person, by phone or email.
 - If only the mentor is present – contact their Mentoring Coordinator or Team Leader, advising of the incident by phone, SMS or email
 - If the young person's health and safety is at *immediate* risk or there are concerns about child abuse, the *Young Person Safety Policy* must be followed regarding Mandatory reporting and the appropriate action/s taken

Important: If the line manager is not available, it is the responsibility of the staff member aware of, or involved in, the critical incident to ensure that the next most appropriate senior staff member is notified (Executive Director, then CEO).

4. **Assessment:** The staff member and/or mentor present at the incident, will complete the Incident & Injury Record, within 24 hours of the incident and forward to the Mentoring Team Leader, who will **assess** and confirm if the incident is to be classified as a *critical incident* for reporting to DFFH through CIMS.
5. **Initial reporting of Critical Incidents:** If an incident is deemed a *critical incident*, the Mentoring Team Leader, or their delegate must **initially report** the incident to the Executive Director.

The **initial notification should be via phone, and followed-up with** an email. The email must include the words Critical Incident in the header, and provide the following information:

- Date and time of the critical incident
- Location of the critical incident
- Company name and the Mentoring Activity at the time of the incident
- A brief summary of what happened including, the relationship of any alleged perpetrator(s) to the alleged victim(s)
- The immediate steps that were taken to address the situation
- Current safety issues, if any (i.e. is the young person safe?)
- Name of the Sparkways point of contact and contact details.

The Executive Director will provide guidance to the Mentoring Team Leader, on reporting to:

- Department Of Families, Fairness and Housing – Child Protection (DFFH), via the CIMS program, (*refer to Definitions*). (*Sources- Refer to DFFH Client Incident Management Guide -3. Reporting an Incident pg 22*).
- Relevant authorities and organisations, such the Commission for Children & Young People, if the critical incident relates directly to a Reportable Conduct matter. (*refer to Young Person Safety Policy*)

Those involved in or aware of the incident must adhere to any Child Safety and Mandatory reporting requirements within the appropriate timeframes, and any other statutory guidelines and procedures for incident management, particularly incidents involving Reportable Conduct

***Important:** Non-critical incidents do not need to be reported beyond Sparkways UNLESS it has been escalated to be a Critical incident, then the above procedures apply.*

6. **Record Details of all Incidents and Injuries:** The Mentoring Team Leader and/or staff members involved in the incident must record all details related to the incident as it occurred by:
 - documenting the incident, injury, illness or trauma in the Incidents & Injuries Register (*refer to Attachment 2*).
 - uploading copies of all documentation and case noting all relevant emails and conversations on the Mentor/Mentee Match record
7. **Follow-up:** All parties, including staff, involved in the incident should be encouraged to seek support e.g. debriefing or counselling, as appropriate. Confirm this suggestion in writing. Where appropriate a staff de-briefing should take place.
8. **Privacy:** All involved must comply with Sparkways *Privacy and Confidentiality Policy* with regard to the storage of all documentation and any discussions in relation to a critical incident, must respect the confidential nature of the information and situation.
9. **Investigation:** The Executive Director will determine the requirement for an investigation, case review or root cause analysis for critical incidents reported through CIMS as 'Major Incidents' as per the Client Incident Management Guide.



BACKGROUND AND LEGISLATION

BACKGROUND

People responsible for caring for young people have a duty of care towards those young people. All Mentoring program staff and volunteer mentors have a responsibility and a duty of care to act to prevent accidents and emergencies while the young person is in their care.

The Mentoring program must have policies and procedures in place in the event that a young person is injured, becomes ill or experiences trauma. These procedures should be followed and must include the requirement that a parent/guardian be notified in the event of an incident, injury, illness or trauma relating to their young person as soon as possible and within 24 hours of the occurrence

As a DFFH funded organisation, young person critical incidents that occur during service delivery and result in harm to a young person are required to be reported by all in-scope services in the client incident management system (CIMS).

Note that this excludes incidents that affect staff or members of the public but do not have an impact on a client. Such incidents should be reported through other appropriate channels, including reports to Victoria Police or WorkSafe

LEGISLATION AND STANDARDS

Relevant legislation and standards include but are not limited to:

- Children, Youth and Families Act 2005 (Vic)
- Child Wellbeing and Safety Act 2005 (Vic)
- Child Wellbeing and Safety (Information Sharing) Amendment Regulations 2020
- Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Crimes Amendment (Protection of Children) Act 2014 (Vic)
- Family Law Act 1975 (Cth)
- Family Violence Protection Amendment (Information Sharing) Act 2017
- Information Privacy Act 2000(Vic)
- Occupational Health and Safety Act 2004 (Vic)
- Privacy and Data Protection Act 2014 (Vic)
- Privacy Act 1988 (Cth)
- Public Health and Wellbeing Act 2008 (Vic)
- Public Records Act 1973 (Vic)
- Reportable Conduct Scheme administered by the Commission for Children and Young People (Vic)
- Social Services Regulatory Scheme and Standards
- WorkSafe Victoria Compliance Code: First aid in the workplace (2008)
- **Victorian Child Safe Standards**

The most current amendments to listed legislation can be found at:

Victorian Legislation – Victorian Law Today: www.legislation.vic.gov.au
Commonwealth Legislation – Federal Register of Legislation: www.legislation.gov.au



DEFINITIONS AND TERMINOLOGY

Critical Incident: A critical incident is an event (or alleged event) that occurs **as a result of, or during an activity** conducted as part of the Mentoring program, and has caused or is likely to cause significant negative impact to the health, safety or wellbeing of a young person. Critical incidents will usually result in a crisis response from emergency services and/or attention of a registered medical practitioner or hospital treatment is sought or should have been sought, and may include (but are not necessarily limited to):

- The unexpected death, serious injury or alleged assault (including physical, sexual abuse, sexual assault and indecent assault) of a young person/s, that occurs as a result of, or during a Mentoring activity.
- Allegations of serious unlawful or criminal activity or conduct involving a Sparkways staff member, volunteer or contractor that has caused, or has the potential to cause, serious harm to a young person/s, during a Mentoring activity. Also classed as Reportable Conduct.

- An incident where a young person/s assaults or causes serious harm to others (including staff, volunteers or the general public), as a result of, or during an activity
- A serious fire, natural disaster, accident or other incident which will, or is likely to prevent,
 - the completion of an activity,
 - or which results in closure or significant damage to premises or property, where the activity is being conducted,
 - or which poses a significant threat to the health and safety of young people
- An incident in which a young person/s appears to be missing, cannot be accounted for, has left or has been removed from the location of the activity without consent.

The assessment of whether an incident should be treated as a critical incident or not should consider the following:

- The extent of harm that resulted, or may result
- The likelihood that others may be affected
- An incident that results in an injury that is small and does not require medical attention

Client Incident Management System (CIMS): DFFH system that focuses on the safety and wellbeing of clients by outlining the approach and key actions to manage client incidents. Incidents that have a direct impact on clients of the department or related funded organisations, are reported via CIMS. Service providers are required to submit client incident reports and follow-up information electronically to the department for quality assurance and endorsement

Incident & Injury Records: Contains details of any incident, injury, trauma or illness that occurs while the young person is participating in a Mentoring activity.

Department Of Families, Fairness and Housing – Child Protection (DFFH) – program funding provider

Emergency services: Includes ambulance, fire brigade, police and state emergency services

First aid: The provision of initial care in response to an illness or injury. It generally consists of a series of techniques to preserve life, protect a person (particularly if unconscious), prevent a condition worsening and promote recovery

Illness: Any sickness and/or associated symptoms that affect the young person's normal participation in the program.

Incident: Any unplanned event resulting in or having potential for injury, ill health, damage or other loss.

Injury: Any physical damage to the body caused by violence or an incident

Medical attention: Includes a visit to a registered medical practitioner, attendance at a hospital or treatment from a paramedic.

Non-Critical Incident: An incident that results in an injury that is small and does not require medical attention or emergency services support. First Aid may or may not be required.

Reportable Conduct: as per the *Child Wellbeing and Safety Act 2005* – A sexual offence, sexual misconduct or physical violence committed against, with or in the presence of a young person/s. Any behaviour that causes significant emotional or psychological harm to a young person/s including significant neglect.

Staff: as per the *Work Health and Safety Act 2019*, staff includes anyone who works for TRY Australia as an employee, trainee, work experience student or volunteer

Trauma: An emotional wound or shock that often has long-lasting effects or any physical damage to the body caused by violence or an incident



SOURCES AND RELATED POLICIES

RESOURCES

- Client Incident Management System: <https://cimseb.ace.webapp.dhs.vic.gov.au/CIMS>
- Client incident management guide- <https://providers.dffh.vic.gov.au/sites/default/files/2024-05/cims-guide-17-june-2024.docx>
- Critical Incident Reporting: <https://providers.dffh.vic.gov.au/cims>

RELATED POLICIES

- First Aid Policy
- Privacy & Confidentiality Policy
- Screening Policy
- Young Person Safety Policy



EVALUATION

In order to assess whether the values and purposes of the policy have been achieved, Sparkways will:

- seek feedback from people affected by the policy regarding its effectiveness
- monitor the implementation, compliance, complaints and incidents in relation to this policy
- keep the policy up to date with current legislation, research, policy and best practice
- revise the policy and procedures as part of the service's policy review cycle, or as required



ATTACHMENTS

- Attachment 1: Incident & Injury Record
- Attachment 2: Incidents & Injuries Register



AUTHORISATION


This policy was endorsed by Sparkways on 01 July 2024

REVIEW DUE: July 2026

ATTACHMENT 1

INCIDENT & INJURY RECORD

(Image only; Access from program resources)



**Mentoring Program
Incident & Injury Report**

(Note: If multiple persons are involved, complete a separate form for each person.)

Details of Person Injured or Involved in Incident	
Full Name:	
Address:	
DOB:	
Gender:	
Role in Program:	
Incident / Injury Details	
Incident Type:	
Incident Date:	
Incident Time:	
Incident Location:	
Incident Summary:	
First Aid Treatment Required?	<input type="checkbox"/> Yes <input type="checkbox"/> No <small>If yes, provide details:</small>
Emergency Services Attendance?	<input type="checkbox"/> Yes <input type="checkbox"/> No <small>If yes, provide details:</small>
Additional Actions Taken:	
Witness Name:	
Witness Role:	
Witness Contact Details:	

Mentoring Program – Incident & Injury Report Template – July 2024


Notifications (including attempted notifications) where applicable		
Young Person's Parent/Guardian	Date:	Time:
Mentor's Emergency Contact	Date:	Time:
Coordinator	Date:	Time:
Team Leader	Date:	Time:
DFFH Critical Incident Criteria		
Does the Incident meet the criteria for notification to DFFH through CIMS? <small>(refer to definition in Critical Incident & Injury Management Policy)</small>		<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, confirm notification to Team Leader or Executive Director	Date:	Time:
Details of Person Completing Report		
Name:		
Role:		
Signature:		
Date:		

Note: A copy of this report is to be provided to the young person's parent/guardian (where the impacted person is a young person).

Mentoring Program – Incident & Injury Report Template – July 2024

ATTACHMENT 2

INCIDENTS & INJURIES REGISTER (Image only; Access from program resources)

A	B	C	D	E	F	G	H
							
Young Person or Volunteer Incident Register							
Date of Incident:	Name of Person involved in Incident	Incident involving Young Person (Y/N)	Incident and Injury Report completed	Coordinator Incident Report Completed	Does incident meet DFFH critical incident criteria?	DFFH Critical Incident Notification Completed by Management? (CIMS)	Details of Incident and Other Comments: