

# CRITICAL INCIDENT & INJURY MANAGEMENT POLICY - MENTORING

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## 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 a critical 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 a critical incident that results in injury or trauma
- guidelines to ensure that staff and mentors understand how to identify a critical incident and follow the instructions to manage both a critical and non-critical incident



## POLICY STATEMENT

### GUIDING PRINCIPLES

Sparkways is committed to:

- responding appropriately to the needs of a young person who is ill or becomes ill while attending a Mentoring activity or mentor/mentee catch up.
- protecting the young person's privacy and ensuring confidentiality regarding any critical incident or injury.
- recording in the DFFH Client Incident Management System (CIMS) any critical incident involving a young person known to Child Protection within the required timeframe.

### SCOPE

This policy applies to Mentoring staff and mentors when attending any activity 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*

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|  <b>RESPONSIBILITIES</b>  | Sparkways<br>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 24 hours after the occurrence   | X                            |                  |              |                   |
| Completing the Critical Incident/ Injury Record ( <i>refer to Attachments 1</i> ) detailing any incident, injury or illness as   | X                            | X                |              |                   |

|  |   |   |  |   |
|--|---|---|--|---|
| soon as is practicable but not later than 24 hours after the occurrence.   |   |   |  |   |
| Recording the details of any critical incident, illness, injury or trauma in the Critical Incidents & Injuries Register ( <i>refer to Attachment 2</i> )   | X |   |  |   |
| Ensuring that Critical 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 |



## 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 Chief Executive Officer (CEO) of an apparent critical incident either in person, by phone or email.
  - If only the mentor is present – contact their Mentoring Coordinator, 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.*

4. **Assessment:** The staff member and/or mentor present at the incident, will complete the Critical 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* or *non-critical incident*.

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 following:
- Chief Executive Officer of Sparkways
  - 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 21*)
  - Relevant authorities and organisations, such as the Victorian Police Sexual Offences & Child Abuse Investigation teams (SOCIT) and 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

The **initial notification** may be via email and must include the words Critical Client 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.

*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 Critical Incidents & Injuries Register (*refer to Attachment 2*).
  - uploading copies of all documentation and case notes including 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 counselling and support 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.



## 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 suffers 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 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)
- National Quality Standard, including Quality Area 2: Children's Health and Safety

- 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)
- 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](http://www.legislation.vic.gov.au)  
 Commonwealth Legislation – Federal Register of Legislation: [www.legislation.gov.au](http://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 TRY staff member, volunteer or member of the general public that has caused, or has the potential to cause, serious harm to a young person/s, during a Mentoring activity. Also defined 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

**Critical 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://providers.dffh.vic.gov.au/cims>
- Client incident management summary guide- <https://providers.dffh.vic.gov.au/client-incident-management-summary-guide-word>
- CIMS Policy Update 1 – 2020: <https://providers.dffh.vic.gov.au/cims-policy-update-1-2020>
- Incident Reporting: <https://fac.dffh.vic.gov.au/incident-reporting>

## RELATED POLICIES

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

- Attachment 1: Critical Incident/ Injury Record
  - Attachment 2: Critical Incidents & Injuries Register
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## AUTHORISATION

This policy was endorsed by Sparkways on 01/08/2023

**REVIEW DUE:** August/2024

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ATTACHMENT 1

CRITICAL INCIDENT/INJURY RECORD – MENTEE

(Image only; Access from program resources)

CRITICAL INCIDENT /INJURY  
RECORD – MENTEE



DETAILS OF PERSON COMPLETING THIS FORM

Name: ..... Role / Position: .....

If no please provide the name of the Volunteer Mentor: .....

Date and time record was made: ...../...../..... Signature: .....

CHILD DETAILS

Child's Full Name: .....

Date of birth: ...../...../..... Age: .....

INCIDENT DETAILS

Type of Incident Record(please circle) Critical Incident / Injury / Trauma / Illness

Incident date: ...../...../..... Time: ..... Location: .....

Name of witness: .....

Witness Signature: ..... Date: ...../...../.....

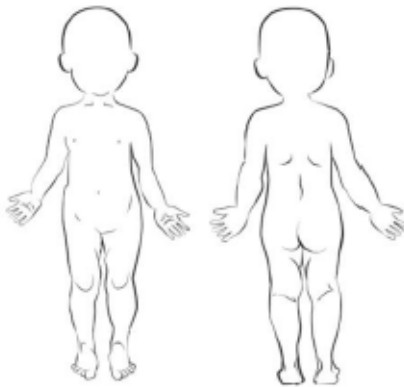
General activity at the time of the incident/injury/trauma/illness: .....

Cause of injury/trauma: .....

Circumstances surrounding any illness, including apparent symptoms: .....

Circumstances if child appeared to have been taken or removed from the activity or was locked in / or out of a venue or space (inc duration and if taken by whom).....

Nature of injury/trauma/illness: Indicate on the diagram the part of body affected



- Abrasion, scrape
- Allergic reaction /not anaphylaxis
- Amputation
- Anaphylaxis
- Asthma
- Bite wound
- Broken bone / fracture / dislocation
- Bruise
- Burn / sunburn
- Concussion
- Choking
- Crush / jam
- Cut / open wound
- Drowning (non-fatal)
- Electric shock
- Electric shock
- Eye injury
- Infectious disease (inc gastrointestinal)
- High temperature
- Ingestion /inhalation
- Internal injury
- Infection
- Poisoning
- Rash
- Respiratory
- Seizure/unconscious /convulsion
- Sprain / Swelling
- Stabbing /piercing
- Tooth
- Venomous bit / sting
- Other (please specify)

**ACTIONS TAKEN**

Details of action taken, including first aid administration of medication: .....

.....  
.....

Did emergency services attend? Yes / No

If yes to either of the above, provide details: .....

.....  
.....

Have any steps be taken to prevent or minimise this type of incident in the future?: .....

.....

**NOTIFICATIONS (INCLUDING ATTEMPTED NOTIFICATIONS)**

Parent/guardian: ..... Time: ..... am/pm Date: ...../...../.....

Program Coordinator: ..... Time: ..... am/pm Date: ...../...../.....

Regulatory authority (DFFH if applicable): .... Time: ..... am/pm Date: ...../...../.....


**ADDITIONAL NOTES / FOLLOW UP:**

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**ATTACHMENT 2**

**CRITICAL INCIDENTS & INJURIES REGISTER**

(Image only; Access from program resources)



| Young Person or Volunteer Incident Register |                                     |  |   |                                       |                                       |   |
|---|-------------------------------------|--|---|---------------------------------------|---------------------------------------|---|
| Date of Incident:                           | Name of Person Involved in Incident | Critical Incident involving Young Person (Y/N) | Volunteer or Young Person Incident Report completed | Coordinator Incident Report Completed | DFFH Notification / CIMS entry: (Y/N) | Details of Incident and Other Comments: |
|   |                                     |  |   |                                       |                                       |   |
|   |                                     |  |   |                                       |                                       |   |
|   |                                     |  |   |                                       |                                       |   |

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