

South West Community Transport

Post-Critical Incident Procedure

South West Community Transport values all team members involved in achieving the goals and objectives of the organization and as such acknowledges the need for a procedure to assist team members in the event of a Critical Incident within the organization.

The aim of the Critical Incident Procedure is to provide a guide for team members when addressing a Critical Incident. Each incident will have different needs, issues and external factors which will impact on the approach taken when supporting team members.

What is a critical incident?

A critical incident may be when a person has experienced an event that is outside the range of usual human experience and that would be markedly distressing to almost anyone, e.g. serious threat to one's life or physical integrity; serious threat or harm to one's children, spouse or other close relatives and friends; sudden destruction of one's home or community; or seeing another person who has recently been or is being seriously injured or killed as the result of an accident or physical violence.

Each person will respond differently to incidents which may result in injury to another person and or damage to property. As such each team member's response to an incident should, where possible, be respected and that team member should be supported accordingly.

SWCT existing resources which will support the Critical Incident Procedure

- Critical Incident Support Contact List
- SWCT Occupational Health and Safety Manual
- SWCT Policy Manual
- SWCT Vehicle Procedure Manual
- Radio Emergency Procedure
- Incident / accident report forms

Steps to follow when responding to a Critical Incident

Duration and type of response will depend on the type and impact of the incident. The nature of the incident shall determine as to whether or not all or any of the following steps are implemented.

- a) Remove staff from service provision
 - Duration of this will depend on the type and impact of the incident.
 - Where possible provide 'on-the-scene' support. If the incident occurs on the road then this may be provided by an office staff member traveling to the scene or alternatively another driver (their runs having been reallocated and or cancelled) being directed to the scene to provide support and backup.
- b) Identify the initial level of support / debriefing needed – this could include but not be limited to
 - Removing the team member from service provision whilst providing them

with an opportunity to defuse with another team member, may be all that is required for a minor incident

- Removing the team member from service provision for the remainder of the day whilst providing a defusing / support session. Defusing – short intervention - should occur within 8 hours of the incident occurring
 - Removing the team member from service provision until clearance to return to work is received from a professional support service. This may include general practitioner, counseling service, representatives of SWCT Workers Compensation Insurance Company.
 - Within the first 24 hours following a Critical incident, which has resulted in major injury or death to an individual, SWCT should commence to identify a professional counseling service.
- c) Critical Incident Stress Debriefing is conducted between 24 and 72 hours after the event. It allows people the opportunity to ventilate their feelings and to get a broader perspective. It also educates people about the effects of stress and trauma and is designed to accelerate normal recovery whilst making people aware of resources currently available to assist them. Critical Incident Stress Debriefing shall be undertaken by professional / experienced counselors
- d) Access external support staff – this may include staff from another service e.g. office staff to handle phone calls, drivers / taxis to undertake client bookings, Counseling services, Member of the Board of Management to communicate with government departments, emergency services and or media – refer to contact list shown as an appendix to this procedure
- e) Identify medium or long term support services / funding / insurance – this will be undertaken with the support and advice of external professionals such as counselors, representatives from SWCT Workers Compensation Insurance companies etc.
- f) Ensure support staff providing ‘on-scene-support’ and debriefing session after event also receive opportunity to defuse / debrief / external counseling if required / needed

When to Mandate Critical Incident Stress Debriefing

At times SWCT shall be required, under it’s duty of care to team members, to mandate team members involvement in a Critical Incident Debriefing. Examples of such incidents may be but is not limited to the following

- Suicide of one of own
- Suicide of client
- Serious injury of team member in line of duty
- Multiple casualties
- A significant incident, as viewed by team members

Following a Critical Incident SWCT is obligated under its Duty of Care to ensure that employees receive treatment / help. This should be implemented whether or not the employee acknowledges this as a need. SWCT should ensure the employee either obtains support / help / counseling following a critical incident. Should the employee decline support / help / counseling they shall be required, at a minimum, to obtain a certificate from their general practitioner providing the employee with a clearance to return to work and stating the employee does not require further treatment / follow up as a result of their involvement with the critical incident.

SWCT Duty of Care

SWCT must ensure incident forms are completed as soon as possible after the incident has occurred. This may provide support and protection for both the organization and team members in the event of a delayed response e.g.. Delayed post traumatic stress disorder being identified, months after the incident.

Team members involved in incidents and or providing support following an incident should as soon as possible after the event provide written summary of the events / actions taken

It is very important that team members receive on scene support, where possible and access to debriefing. Such actions may lessen the affect of the incident and of delayed reactions.

Incident	Impact	Action
Insignificant	No injuries, low financial loss	Debriefing on return to base
Minor	First Aid required, medium financial loss	Debriefing either on the scene or on return to base and medical support if required
Moderate	Medical treatment required, high financial loss	Debriefing on the scene and medical support
Major	Extensive injuries, loss of service delivery, major financial loss	Community group to support – professional counselling – Board – possibility Work Cover?
Catastrophic	Death, detrimental effect, huge financial loss	Community group/s to support – professional counselling – Board – Work Cover

Critical Incident Contact List

All of the following will assist in providing advice and support to team members involved in the Critical Incident and or team members providing support during the initial stages of the incident – others???

The Board of Management of SWCT	Contact list available on EO computer, H drive, My Documents, Board, Membership, Current year e.g. 2006	Critical Incident a) communicate with funding bodies b) communicate with media and emergency services c) support team as and when required
Macarthur HACC Development Officer	Macarthur Disability Services Phone 4621-8400	Critical Incident a) communicate with other service providers to identify external support staff e.g. some one to handle phones and clients who may need support and advise on the well being of the team ??? b) provide advice to Board
South West Sydney HACC Development Officer	BAMN Phone 9791 9765	Critical Incident a) communicate with other service providers to identify external support staff e.g. some one to handle phones and clients who may need support and advise on the well being of the team ??? b) provide advice to Board
Bankstown Community Transport	Phone 9791 9211	a) provide industry specific information b) possible access to office staff and driver support workers
Southern Highlands Community Transport	Phone 4861 5456	a) provide industry specific information b) possible access to office staff and driver support workers
Community Transport Organization CTO	Phone 9699 2228	a) access to community transport groups who may provide relevant information and support
Ministry of Transport – Community Transport Unit	Phone 8836 3185	a) Advice to Board. b) Information on legalities under Passenger Transport Act

Macarthur Forum	Phone 4647 5604	a) Communicate with other service providers to identify external support staff e.g. some one to handle phones and clients who may need support and advise on the well being of the team ???
Workers Compensation Insurance Company	Phone 1300 666506	Must notify in the event of injury to a paid staff member. Will provide information, forms and or permission for medical treatment other than emergency services, if required.
Work Cover	Phone 13 1050	To be informed of incident in the event of a) Serious injury or illness b) Death
Aon Insurance	Phone 9253 7713	Aon is a broker through whom we purchase all insurance premiums other than Workers Compensation. May be in a position to provide support and advise if in receipt of early notification of an incident.
Active Working Solutions	Phone 4625 4400	a) Provide counselors for individual counseling sessions b) contact details for counselors for group debriefing
Alex and Marie Frater	Phone 4628 1197	Trauma Counseling Service – currently have limited knowledge of SWCT operations
Department of Forensic Medicine	42 – 50 Parramatta Road Glebe Phone 8584 7800 (Senior Counselor)	Critical incident requiring the services of numerous counselors