

1. Purpose

To describe the process of responding to incidents that cause physical and / or emotional distress at Greater Dandenong City Council (GDCC). This procedure is to ensure appropriate steps are taken to support and assist employees who have been affected by an event that has caused physical or emotional harm.

2. Scope

This procedure relates to employees who have been placed in a situation where they believe their physical / psychological wellbeing has been affected or threatened by any person, animal or thing.

3. Responsibilities

For general OHS responsibilities refer to the GDCC OHS Responsibility Procedure. Manager People, Culture and Innovation is responsible for:

- ensuring the Procedure is implemented and reviewed, as required.

Managers are responsible for:

- ensuring the incident response, debrief process, and systems of work are effective and operable, regularly maintained and reviewed. In the absence of Team Leaders or if Team Leaders are involved in the incident, Managers shall initiate post incident response, provide avenues for assistance, complete incident reports as necessary and coordinate debrief

Supervisors / Team Leaders are responsible for:

- initiating post incident response, provide avenues for assistance, complete incident reports as necessary and coordinate debrief

Employees are responsible for:

- assisting colleague/s, informing supervisors / management

4. Procedure

4.1 Respond and Support

It is important that the Manager or Team Leader of the affected department or team **supports & re-assures** a colleague first and foremost.

Immediately after the incident, the worker should be encouraged to begin the post-incident process. A number of scenarios may have been encountered dependant upon the severity of the incident that took place. It is assumed that the incident has been severe enough for a staff member to activate the duress alarm, which will automatically involve the Security company contacting the Police to attend.

For staff without access to a duress alarm, the affected employee or a colleague should contact the Police if there was a threat of physical danger or if an assault has taken place.

4.2 Post Incident Steps

Post incident steps should include, but not limited to:

- I. re-assure/assist the affected staff member
- II. offer avenues of support such as medical assistance, Employee Assistance Program (EAP) etc
- III. consider and assess the need to close down the work location or roster other team members to replace affected employee/s if necessary
- IV. completion of the Incident Near Miss & Hazard Report wherever an injury or threat of injury has occurred
- V. a debriefing – which is essentially different from, and following upon, meetings or conversations aimed primarily at giving support. A debrief should involve discussions whether the processes were adequate and if there are any opportunities for improvement (see Appendix A).

5. References

Occupational Health and Safety Act 2004
Occupational Health and Safety Regulations 2017
AS/NZS ISO 45001:2018 Occupational Health & Safety Management Systems

6. Related Documents

GDCC OHS Policy
OHS Consultation and Communication Operational Procedure
OHS Hazard, Near Miss, Incident Reporting and Investigation Procedure
OHS Responsibility Procedure

7. Document History

Version Number	Issue Date	Description of Change
0.1	July 2022	1 st Draft from Risk & OHS Unit. Previous version of Procedure was under old document control process: COS0033 Version "C" Effective: March 2006, Last Review: February 2018
0.2	July 2022	Accepted by OHS Policy Sub-Committee
0.3	September 2022	14 Day Employee Consultation complete
1.0	October 2022	Approved by OHS Committee

Appendix A

POST INCIDENT DEBRIEF

Venue / Location incident occurred

Date of incident.....**Time of incident**.....

Brief description of incident

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Names of Staff involved/affected.....

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Duress Alarm activated? Yes ☐ No ☐ N/A ☐

Body camera activated? Yes ☐ No ☐ N/A ☐

Internal contacts involved? Yes ☐ No ☐ N/A ☐ Response time.....

Police attend? Yes ☐ No ☐ N/A ☐ Response time.....

Security monitors observed? Yes ☐ No ☐ N/A ☐

Any staff injured/attacked? Yes ☐ No ☐ N/A ☐

Affected staff offered support? Yes ☐ No ☐ N/A ☐ If “yes” state medical, EAP etc

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Incident Near Miss Hazard

Report complete? Yes ☐ No ☐ N/A ☐

All systems/processes effective? Yes ☐ No ☐

Observations

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Suggested Improvements:

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Report completed by (Name)

Date:

Original report retained onsite. Copy of completed report to be forwarded to Health & Safety Consultant, Risk & OHS Unit in People, Culture & Innovation.