

Information to Members on the Society's Incident Management Policy

What is the Policy about?

The Incident Management Policy and Procedures set out how the Society will manage incidents that have caused or can lead to: physical or verbal assault of a person; accidental injury; damage to property; operational changes in how we do our work; financial loss; or reputational damage to the Society.

The incident can involve Society Personnel (members, volunteers or employees), people we assist, or others and can occur whilst conducting Society business, either on Society premises or in other locations, such as home visits or youth camps.

The Policy also covers incidents that may be told to you by (or about) a person we assist that raises concerns for you. Even though the incident may not have occurred in Society premises, services, or programs.

The Policy does not cover whistleblower reports. Refer to the Whistleblower Policy for more information.

What does the Policy ask of members?

The Policy asks members to:

- provide an appropriate immediate response to the incident – for example, if a person is injured, removing any hazard that could cause further injury and, if trained, providing first aid, and calling for assistance
- provide support to any person who was impacted or involved in the incident
- if possible, ask the person if they would like you to call their emergency contact, a family member or a friend
- call for support from the people you are working with or the Conference President
- verbally report all incidents to the Conference President
- complete the Incident Details section (orange section) of the Incident Report Form and send the form to the Conference President.

The Conference President is asked to:

- make sure the appropriate immediate actions have been taken
- provide support to any person who was impacted or involved in the incident
- report the incident to the Regional Director
- support the member/s involved in or reporting the incident to complete the Incident Details section of the Incident Report Form (Attachment A in the Procedures document).

The Regional Director and Regional Office staff can help manage the incident, complete any paperwork, and report the incident as required.

How does the Policy apply to members?

From time to time, incidents may occur within membership activities, examples include:

- a member is injured while completing a home visit
- a robbery occurs while a member is volunteering at a Vinnies store
- a member is concerned about missing money or vouchers
- verbal or physical abuse from a person we assist or members of the public towards a member
- a person we assist tells a member they are concerned about a member, volunteer, or employees' behaviour.

What do I need to know about the procedure?

Most importantly, for members, the procedures tell you what to do if an incident occurs in your Society work.

The procedure sets out the levels of incident classifications, according to the seriousness of the incident.

Incident consequence rating	Examples
Critical	Death of a person, serious injury or permanent disability. Abuse (physical, sexual or verbal) or neglect of a person we assist or serious misconduct by Personnel to the people we assist. Violence or threats towards Personnel. Drug use, self-harm or suicide. Emotional or psychological trauma caused from involvement in a traumatic event. Significant damage to buildings or impact on operations. Natural disaster, bomb threat or fire. Unauthorised disclosure or loss of personal information. National adverse media coverage. Significant damage to reputation. Significant loss of community trust and loss of members or volunteers. Major fraud or identity theft. Criminal conviction of over 12 months. Supreme or high court legal action or loss of operating licence.
Major	Major injury resulting in partial permanent disability, may involve hospitalisation. Actual, suspected or threatened abuse or neglect or serious misconduct of Personnel. Drug use or self-harm resulting in serious harm. Serious verbal, physical assault, or threat of. Medium impact on operations. Key IT systems degraded but continued operations. Significant damage to property. Significant adverse media or multiple complaints of a serious nature. High impact on reputation, community trust and member numbers. Non-compliance with policy. Short to medium damage to reputation. Confirmed fraudulent behaviour of Personnel.
Moderate	Injury may require medical attention or hospitalisation. Dangerous incident. Minor impact on operations. Access to IT systems lost by a small number of users. Minor verbal or physical abuse to Personnel. Substantial complaint or moderate adverse media and impact on community trust. Moderate damage to property. Moderate impact on reputation. Fines or warning letters from regulators.
Minor	Near miss to minor injury or illness, may require first aid. Minor Verbal abuse to Personnel. No impact to operations. Minor damage to property. Little to no damage to reputation or community trust. Localised complaint. No impact on compliance or funding.

** Full explanation of Incident Consequence rating available in Incident Management Policy page 33-37.

The procedures also outline the roles that will manage an incident according to the consequence, e.g., Minor, Moderate, Major or Critical Incidents:

- **Minor incidents** are managed by the Conference Presidents and will report the incident to the Regional Director
- **Moderate incidents** are managed by the Regional Director and will inform the Regional President as required
- **Major incidents** are managed by the Executive Director Membership, Volunteers and Regional Operations (MVRO) and will inform the Central Council President as required
- **Critical Incidents** are managed by the CEO and will inform the State President or National President as required.

What will the Regional Director do?

The Regional Director will ensure all the information about the incident is gathered. The Regional Director will manage the incident in line with the Society's Incident Management Policy and Procedures.

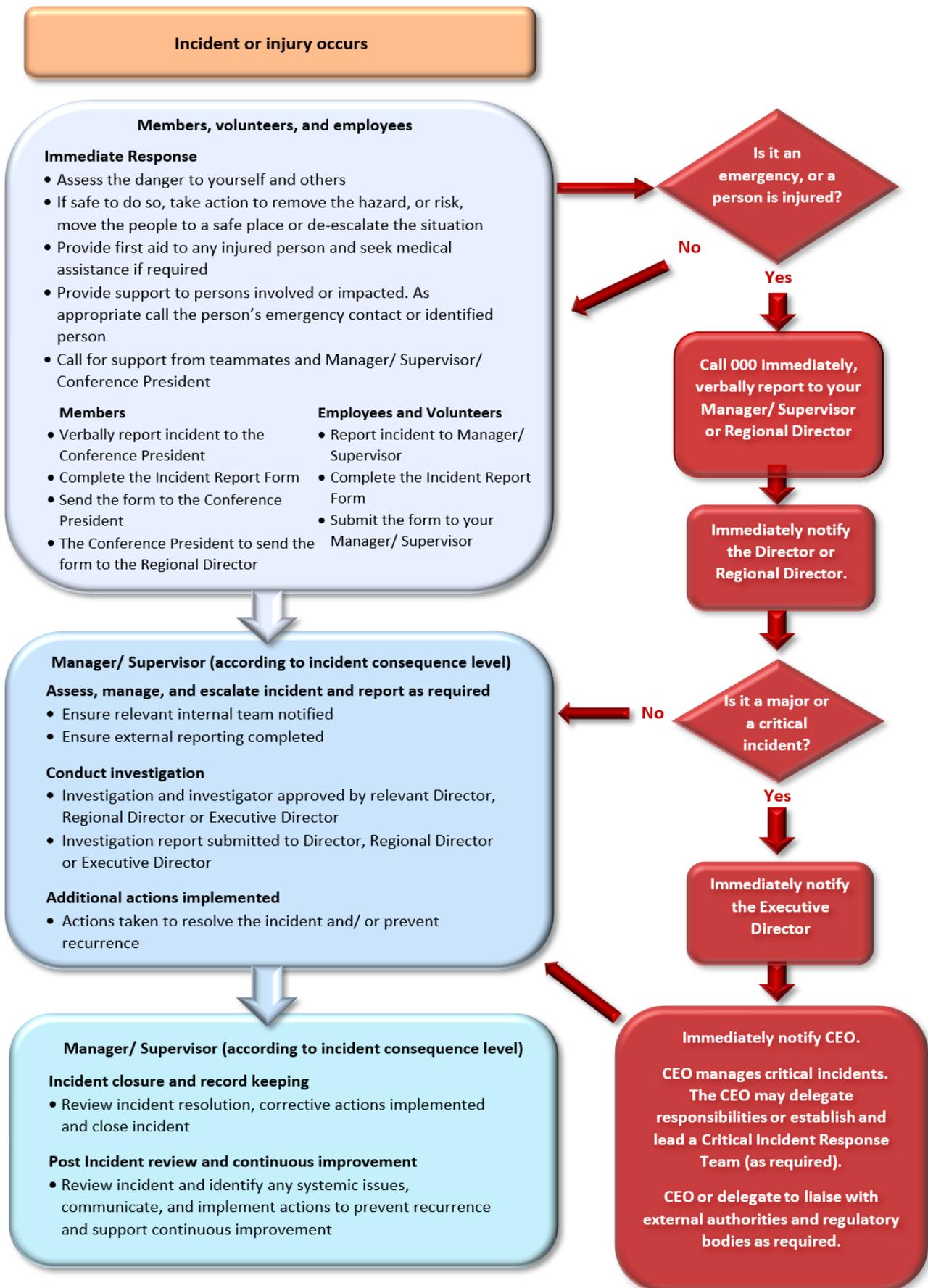
If an incident involves a member related activity or involves an allegation about a member, the Regional Director or Executive Director (MVRO) will inform the appropriate Regional President, Central Council President, State Council, or National Council.

If an investigation is required, the relevant President will be consulted on the investigation process before an investigation is started and informed of the outcome. If an incident involves misconduct, fraud, an allegation of abuse or neglect, the person will be removed, temporarily redeployed, or relocated from their role while a risk assessment is completed.

All incident reports, incident registers and investigations will be kept for a minimum of seven years. Please refer to the Incident Management Policy, available on the MAVs website for more information via the below link

<https://mavs.vinnies.org.au/wp-content/uploads/2021/02/Incident-Management-Policy.pdf>

Flow Chart 1: Incident Response Process



Flow Chart 2: Incident Reporting and Escalation

Which manager needs to know and who needs to manage

