

Policy Title:	Crisis & Incident Management Policy
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Last Amended Date:	28/03/2025
Supersedes:	LHCK003 and LHCK008
Author:	Operations Manager
Owner:	Chief Executive Officer
Endorser:	Lionheart Board
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INTRODUCTION

Lionheart Camp for Kids (Lionheart) is committed to providing a safe and supportive environment for all participants, staff, and volunteers. This policy outlines the processes and responsibilities for managing crises and incidents, ensuring timely and effective responses to protect the health, safety, and wellbeing of all individuals involved. It aligns with the Work Health and Safety Act 2020 (WA), Australian Charities and Not-for-profits Commission (ACNC) requirements, and industry best practices.

PURPOSE

This policy aims to ensure that Lionheart:

- Effectively manages crises and critical incidents to mitigate risks and protect all stakeholders.
- Ensures roles and responsibilities are clearly defined for incident response.
- Provides a framework for reporting, reviewing, and learning from critical incidents.
- Maintains compliance with all legislative and regulatory requirements.

DEFINITIONS

- *Crisis:* An event or situation that significantly disrupts operations, poses a serious threat to health and safety, or has the potential to damage the organisation's reputation.
- *Critical Incident:* Any adverse event involving harm or potential harm to participants, staff, or volunteers, or disruption to operations. This includes deaths, major accidents, property damage, and incidents involving violence.
- *Duty of Care:* The organisation's legal and moral responsibility to

ensure the safety and wellbeing of all participants, staff, and volunteers.

- *Risk Mitigation:* Actions taken to reduce the likelihood or impact of potential risks.
- *Psychological First Aid:* Low-impact debriefing that avoids providing or asking about graphic details and instead is about asking about thoughts, stress responses, and needs. While this is usually offered soon after an incident, as well as after each program, follow up counselling or support may be indicated

POLICY

Lionheart recognises the importance of being prepared to manage crises and incidents effectively. To do this, Lionheart will:

1. Ensure all activities and programs prioritise safety and risk mitigation.
2. Respond promptly and appropriately to incidents and emergencies.
3. Provide support to all individuals involved in or affected by an incident.
4. Establish clear procedures for incident reporting, review, and follow-up.
5. Promote continuous improvement by implementing changes based on incident reviews.

PROCEDURE

1. Risk Assessment and Preparedness

- Conduct risk assessments every three years for all programs and activities, or at the commencement of every new program or activity, to identify potential hazards.
- Refer to relevant policies for response plans and communication plans. Policies may include (but are not limited to) Lionheart's *First Aid Policy*, *Risk Management Policy*, *Child and Vulnerable People Policy* and *Our People Policy*.
- Ensure all staff and volunteers receive training in risk management and emergency response.

2. Incident Response

- Immediate Action:
 - Ensure the safety and wellbeing of all individuals.
 - Contact emergency services if necessary.
 - Secure the area to prevent further harm or damage.
- Notification:
 - Report the incident to the Program Facilitator or relevant supervisor such as the Camp Manager.
 - Notify next-of-kin or emergency contacts where required.
 - Escalate to Operations Manager or CEO where required. This may include (not is not limited to) when an injury requires immediate medical treatment, a facility incident that affects multiple people or when an incident may involve a significant financial, litigation or reputational risk.

- For serious incidents, inform the Board and relevant authorities (e.g., WorkSafe WA).

3. Participant Departure

- For medical or disciplinary departures:
 - Consult with medical professionals, facilitators, and next-of-kin before making a decision.
 - Develop a safety plan for participants requiring additional support.

4. Reporting and Documentation

- Record all incidents in an incident report log, detailing:
 - Nature of the incident.
 - Actions taken.
 - Outcomes and follow-up actions.
 - Record follow up to close the incident.
- The incident report log is accessible by the Operations Manager and CEO and is stored for a minimum of two years.
- Maintain records securely in compliance with the Privacy Act 1988 (Cth).

5. Support and Psychological First Aid

- Provide psychological first aid for staff and volunteers involved in critical incidents within 48 hours, or as soon as practicable, following the critical incident.
- Provide information about the Employee Assistance Programs (EAP). Information highlights the support is offered at no cost to the individual and is covered by Lionheart, and can be accessed anonymously at a time that suits the individual.

6. Review and Continuous Improvement

- Conduct post-incident reviews to identify root causes and areas for improvement.
- Implement recommended changes to policies, procedures, or training.

REVIEW

This policy will be reviewed every two years or earlier if there are changes in legislation or operational requirements. Feedback from staff, volunteers, and participants may be incorporated to ensure continuous improvement.

RELATED DOCUMENTS

- Our People Policy
- Risk Management Policy
- First Aid Policy
- Child and Vulnerable People Safety Policy

REFERENCES

- Work Health and Safety Act 2020 (WA)
- Australian Charities and Not-for-profits Commission (ACNC) Governance Standards
- Privacy Act 1988 (Cth)
- Code of Practice: First Aid in the Workplace (Safe Work Australia)
- Risk Management Guidelines (Safe Work Australia)

KEY CONTACT PERSON

For further information please contact the Operations Manager by emailing enquiries@lionheartcampforkids.com.au.