

POL 1035 Incident and Critical Incident Management Policy

Organisational

Our Commitment

Guide Dogs Queensland (GDQ) recognises that effective risk management includes the management of incidents and critical incidents.

In managing incidents, GDQ is committed to learning and improving to reduce the likelihood of recurrence and minimise impacts to our people and community.

Application

This policy applies to all employees, volunteers, contractors and visitors of GDQ.

What We Will Do

GDQ will:

- Provide a mechanism for internal reporting of incidents in a timely manner
- Meet legislative requirements for external reporting of incidents, including notifying the relevant regulatory authority within the required timelines where required
- Communicate, educate and develop skills of employees as required to manage incidents effectively
- Investigate incidents to learn from them to minimise the likelihood of recurrence
- Gather information about incidents to identify emerging risks and manage proactively

Associated Documents

Documents

- PRO 1035 Incident and Critical Incident Management Procedure
- Risk Management Framework
- Data Breach Procedure

Document Control

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