

Check list for immediate-response when dealing with critical client incident

1. Ensure the safety and well-being of your clients, staff, volunteers and others



2. Report the incident to your team leader or line manager



3. Chief Executive to appoint a critical client incident manager



4. Assess, inform and report the incident within 24 hours
(via email or phone)

Check list for follow up (within 5 working days)

1. Provide a written report to the Chief Executive

2. Provide a written report to appropriate organisations eg
SAPOL, CARL, SafeWork, Office for Public Integrity, LGA Licencing
Authority, Coroner's Office,
your organisation's funder. insurer or other relevant body