



TribalLink

Critical Incident Response

1. REPORT INCIDENT IMMEDIATELY to a Supervisor, Manager or next most superior

ARRANGE 1ST AID OR EVACUATION in the case of relevant emergency. Call '000', Direct Emergency vehicles to main entry.

When calling '000':

1	• Call 000
2	• State type and scale of emergency
3	• State facility name and location
4	• Number of casualties if applicable
5	• Hazards that may be involved such as chemicals or fuel
6	• Specific access location on site e.g specific street access or side entrances
7	• Provide contact name and phone number
8	• Answer all questions and follow instructions given by the operator
9	• Do not hang up until instructed

2. IF NO SUPERVISOR/MANAGER/OR NEXT SUPERIOR IS AVAILABLE report incident to group/school coordinator.
3. MANAGE THE SITUATION according to your training and to the best of your ability until you are relieved of your duty (i.e. care for the rest of the group/CPR/trauma management)
4. Critical Incident Response Plan initiated by Supervisor/Manager/After Hours Contact
5. REFER ALL MEDIA ENQUIRIES to the media representative (via the Director-Andrew Grant). If media personnel are known to be on site, immediately inform Centre Manager.
NO STATEMENTS ARE TO BE MADE TO THE MEDIA.
6. COMPLETE APPROPRIATE DOCUMENTATION (i.e. incident/injury/near miss forms).