



## Incident Management Fact Sheet

### COMMITMENT

Northern Prosthetics recognises that in the event of a hazard, an incident or injury appropriate infrastructure must be in place to ensure the provision of all necessary support services for clients and employees.

### TYPES OF EVENTS

These events are considered hazards, incidents or injuries requiring immediate attention:

- IT malfunction
- Serious injury, illness, or death
- Suicide
- A missing person
- Severe verbal or psychological aggression
- Severe aberrant behaviour which may cause significant alarm
- Physical assault
- Natural disaster, for example, earthquake, flood, windstorm, hailstorm or extremes of temperature
- Conflict of Interest – whether actual, perceived or potential
- Fire, bomb (actual or threat), explosion, gas or chemical hazard
- Serious damage to property or environment
- Adverse media exposure
- Child Protection
- Inappropriate relationships
- Property malfunction

### WHAT WILL NORTHERN PROSTHETICS DO?

Northern Prosthetics' Incident Management Policy & Procedures ensures that Northern Prosthetics has:

- an effective approach in responding to all critical incidents;
- appropriate support available to all those affected; and
- appropriate training and information provided to all employees.

### FURTHER INFORMATION

For further information:

- phone: 02 6687 0777; or
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- mail: 203A Southern Cross Drive, Ballina , NSW 2478; or
- email: [info@northerprosthetics.com.au](mailto:info@northerprosthetics.com.au)

**Approved by the Administration Manager of Northern Prosthetics Pty Ltd on**

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Contact person	Role	Ver No	Date	Review Date
Warren Fahey	Consultant	1	28 March 2019	27 March 2022
Peter Lewis	GM	2	14 June 2023	14 June 2026