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# NATIONAL COUNCIL OF THE YMCAs OF AUSTRALIA **CRITICAL INCIDENT POLICY**

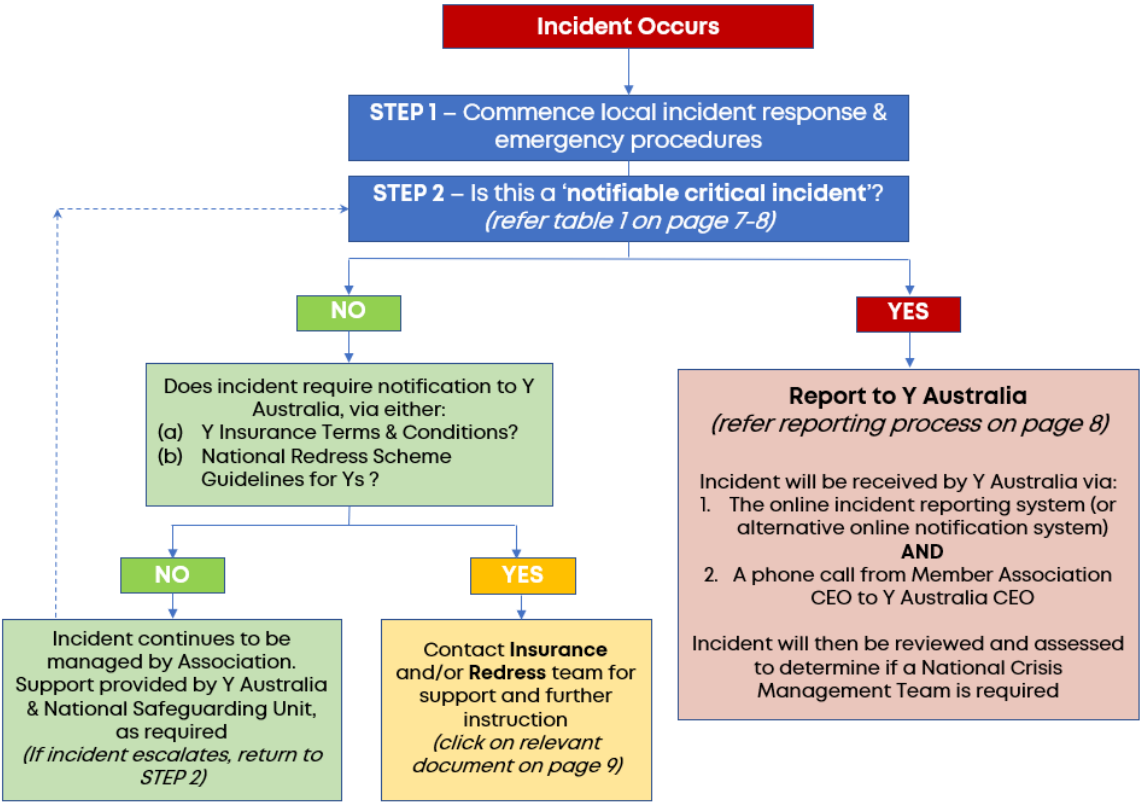
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# INCIDENT REPORTING AND ESCALATION SUMMARY

The flow chart below summarises the process for reporting, escalating and managing incidents. The following must be completed by the Member Association as soon as possible, or within 24 hours:



## PURPOSE OF THE POLICY

The Ys of Australia are collectively committed to representing and protecting the interests and reputation of the Y Movement, and reducing the impact a critical incident may have. This policy outlines the responsibilities of the Y Movement, in the event of a critical incident. The National Council of the YMCAs of Australia, Member Associations, Directors, Board Members, Staff and Volunteers all have a legal, moral and Mission-driven responsibility to:

- create and maintain a culture of safety and compliance that is understood, endorsed and actioned by all the individuals who work for, volunteer, govern or access a Y program, service or managed facility;
- acknowledge that the way in which a critical incident is managed at an Association level, has the capacity to influence and affect the entire Y Movement;
- protect the Y Movement and seek the best advice and capabilities from within the Movement and externally, to mitigate risks; and
- to ensure clear reporting procedures are systematically applied across the Movement for critical incidents.

Together with associated crisis management resources, this policy will ensure that our Y Movement is well-equipped to manage critical incidents effectively, and mitigate risks for all Ys. It should be noted that some key elements of procedure are included in this policy, to ensure ease of understanding and clarity of critical incident requirements.

## **POLICY OBJECTIVES**

The Critical Incident Policy aims to:

- fulfil the legal, moral and social responsibilities of Y Directors, Board Members and Management to ensure the provision of the safest possible environment for staff, volunteers and patrons;
- promote the appropriate action in response to critical incidents which have the potential to affect the Y Movement;
- allocate appropriate resources and establish relationships to manage critical incidents in compliance with the Y National Insurance Program, YMCA Licensing Standards, legal obligations and Standards (including AS 3745.2010 'Planning for Emergencies in Facilities');
- clarify responsibilities at a time when clear actions are paramount to successful outcomes for all involved;
- manage the Y Movement's reputation for the benefit of all Member Associations, its people and patrons; and
- support the evaluation of critical incident responses, in regards to effectiveness and adequacy, and ensure learnings from previous critical incidents are acknowledged, respected and communicated.

## **HOW DOES THE POLICY APPLY?**

The Critical Incident Policy was adopted by the National Council of the YMCAs of Australia at its 2017 Annual General Meeting. Adherence to the Critical Incident Policy is required as a Priority One YMCA Licensing Standard (refer Priority One Standard 5). This policy applies to all Staff, Volunteers, Board Members and Directors of the National Council of the YMCAs of Australia and its licenced Member Associations.

## **NOTIFIABLE CRITICAL INCIDENTS**

The Y Australia National Office acknowledges that Member Associations currently operate with varying incident classification systems and terminology, and for this reason the term 'notifiable critical incident' was developed by a team of key Y Movement risk management personnel. It has been adopted to identify when a critical incident requires reporting to the Y Australia National Office, as per the reporting process outlined below.

## DEFINITIONS

Critical incident	An incident or series of incidents, including relevant disclosures, that require a significant response and on-going management, and have the potential to severely damage the Y's people (staff, volunteers, participants), operations, environment and/or reputation
Notifiable Critical Incident	A critical incident that has potential/actual impact for the wider Y Movement and satisfies a specific criteria and therefore requires notification to the Y Australia National Office within specified timeframes. (Refer Reporting and Escalation Criteria on page 5 and Table 1: Notifiable Critical Incident Events on page 6).
National Crisis Management (NCM) Team	Team comprising of representatives from the Member Association, Y Australia National Office Executive and National Board whose objective is to manage all aspects of a notifiable critical incident that have potential/actual impact to the wider Y Movement.
Board Member/Director	Any person engaged by a Member Association, the National Council of the YMCAs of Australia or other Y entity, in a voluntary Board Member/Director capacity.
Staff	Any person employed by a Y Member Association, the National Council of the YMCAs of Australia or other Y entity, by either paid employment or contract.
Volunteer	Any person engaged by a Member Association, the National Council of the YMCAs of Australia or other Y entity, in a voluntary capacity.
The National Council of the YMCAs of Australia	The National Council of the YMCAs of Australia (Y Australia) is a federation of chartered and licensed Y Associations.
Member Association	An autonomous organisation which is a chartered member of the National Council of the YMCAs of Australia and must therefore act in accordance with the National Council of YMCAs of Australia's constitution and formal decisions.
Y Australia National Office	Y Australia National Office support the governance and operations of the National Council of the YMCAs of Australia. Y Australia National Office includes employees (including contracted staff), volunteers and Y Australia Board Directors.
Y Movement	The Y Movement in Australia collectively refers to all Licensed Member Associations, the National Council of the YMCAs of Australia, and all other Y entities.
Common Interest Privilege	Arises when two or more parties have a common interest in the outcome of a matter which is the subject of legal advice. If one of the parties obtains legal advice which is under legal professional privilege and provides it to the other party, the other party can also claim legal professional privilege, and it would not constitute a waiver of the privilege of the party to whom the original advice was provided.

## CRITICAL INCIDENT MANAGEMENT RESPONSIBILITIES

The Y Australia National Office is responsible for ensuring the interests of the Y Movement are represented in the management of all notifiable critical incidents, as well as providing support, advice and assistance to the Member Association, as required.

It is the Member Association's responsibility to retain sole management of all incidents, utilising their incident management framework and procedures, until:

1. it satisfies the criteria, or is escalated, to become a notifiable critical incident; or;
2. the Member Association requests that the Y Australia National Office manage an incident on their behalf, due to a reduced capacity or capability to do so effectively at the Member Association level.

For all critical incidents deemed as notifiable, the Member Association continues to manage the incident, however for review and monitoring purposes, and potential National Crisis Management (NCM) Team activation, the Member Association must liaise with the Y Australia National Office regarding the progress of the incident management, and report any escalation in line with required timeframes.

In the event that the NCM Team is activated, it will maintain the authority as prime decision-makers for all matters that have the potential for Movement-wide impact, however the Member Association continues to maintain overall responsibility for the incident.

## REPORTING AND ESCALATION CRITERIA

All Member Associations have clear obligations to report incidents to the Y Australia National Office under three existing governing instruments, as part of the YMCA Licensing Standards. It is important to note that the reporting obligations in these three instruments include a number of legal and contractual obligations external to the Y and unique to each area. They must be considered and read in conjunction with the notification procedures in this policy, but do not replace them. They are listed here for reference information only:

1. **Y National Insurance Program** – Terms and Conditions;
2. **Redress** (Priority One YMCA Licensing Standard) – National Redress Scheme (NRS), and National Redress Scheme Guidelines for Ys; and
3. **Safeguarding Children and Young People (SCYP) Policy** (Priority One YMCA Licensing Standard) – SCYP Policy and as outlined in Table 1 below.

Table 1 on the following page, details the criteria to be used to determine if a critical incident at a Member Association is a notifiable critical incident, and if it requires the activation of a NCM Team:

**TABLE 1 - Notifiable Critical Incident Events**

Category	Notifiable Critical Incident:	National Crisis Management (NCM) Team Activation, due to:
Financial	Financial loss to a Member Association that threatens its solvency, including by means of fraud or misappropriation of funds.	Actual/potential insolvency of a Member Association.
Health & Safety	Fatalities and actual/potential injuries and illness resulting in permanent impairment or long term health effects.	Actual/potential multiple fatalities, including a large scale 'near-miss' event ie. building collapse, act of terrorism, contagious disease.
Reputation	Potential/actual widespread negative media (including social media) coverage; significant loss of reputation with employees, clients, partners and/or public.	Widespread significant damage to brand (nationally or internationally).
Human Resources & Industrial Relations	Widespread union impact; failure or breach of industrial relations tools; significant redundancies; or any related human resources / industrial relations event impacting on the ability of the Member Association to operate effectively	Association ceases to operate due to the impact of the critical incident
Legal and Compliance	Potential/actual significant material breach or intervention from federal, state and/or local government agency, certification auditor, or coronial office, requiring legal response. Any claim, allegation or pending legal action issued from the service of legal documents, court orders, letters of demand etc.	Member Association closure/ Licence revoked. Actual/potential issue impacting significantly on other Member Associations (significant \$ and volume).
Environmental	Potential/actual irreversible and/or widespread environmental impact on Y-owned or managed facility, program or service.	Environmental incident causing immediate or long-term detrimental effects with the potential of wide-spread consequences to Y Movement.
Safeguarding Children/ Vulnerable Adults	Actual/potential/alleged sexual abuse/molestation or serious mistreatment (as per the YMCA Safeguarding Children and	Incident confirmed as actual.

	Young People Policy definitions) or loss of a child/vulnerable adult resulting in harm, whilst in the care of the Y.	
Capability/ Capacity of Association	The Member Association has a reduced capability/capacity to manage the incident, but can do so with assistance from the Y Australia National Office or another Member Association.	The Member Association has little or no capability/capacity to manage the incident, and requires significant support and intervention.
Organisational	Inability to operate entire Association for >2 consecutive days.	Association ceases to operate (not financially-related).

## THE REPORTING PROCESS

Under this policy, all notifiable critical incidents must be reported to Y Australia within 24 hours or as soon as possible via:

1. the [online incident reporting system](#) on the Y Australia Extranet. This automatically alerts relevant Y Australia triage personnel via email; and
2. a telephone call from the Member Association CEO or authorised representative to the Y Australia CEO

All notifiable critical incidents must be reported via the above process, however, if a Member Association operates an alternate online incident notification system, Y Australia MUST be included in the notification workflow for all events classified as notifiable critical incidents.

It should be noted that a number of internal Y reporting systems are also in place, including the National Safeguarding Unit's portal and the COVID-19 incident register. These DO NOT replace the requirement to report notifiable critical incidents to Y Australia.

If in any doubt, the Member Association should still report. Where disclosures are made and a Member Association has sought legal advice and where legal professional privilege applies to that advice, common interest privilege will apply. The confidentiality of Member Associations will be kept in relation to all disclosures.

## AUTHORITY AND TEAM STRUCTURE

There are two levels of authority for the Y Australia National Office's involvement in a notifiable critical incident:

### 1. Incident Review and Assessment:

Personnel, including the Member Association CEO/Board representative, Y Australia CEO, representatives of YM Australia's Management Team and key Y



National Safeguarding Unit personnel (as required, depending on the type of incident) will:

- assess and monitor the impact the incident it likely to have on the wider Y Movement;
- work in collaboration with the Member Association's incident management team; and
- activate the NCM Team if required.

## **2. National Crisis Management (NCM) Team:**

The NCM Team are delegated the responsibility of the National Council of YMCA's to oversee the management of all aspects of the incident that have the potential to impact the wider Y Movement.

- Includes senior Y Australia National Office personnel and at least one YMCA Australia Board Director.
- May include the Y Australia Board President, Member Association CEO/Board representative, and a CEO from an Association not involved in the incident, but specialising in the specific incident type (optional).
- If an incident is related to child safety, key Y National Safeguarding Unit personnel will also be involved.

## **POLICY TRAINING**

All relevant Y Australia Staff and Board Directors will be trained for their potential roles and responsibilities within the Critical Incident Policy and associated procedures. Member Associations are responsible for their own incident response procedures and the relevant staff training. Association CEOs and relevant personnel will be trained regarding key information in this policy, and as updates occur.

The Y Australia CEO is responsible for ensuring the effective operation and review of the Critical Incident Policy, including the scheduling and coordination of scenario testing at least annually.

## **RELATED RESOURCES**

- [Y National Insurance Program Terms and Conditions](#)
- [YMCA Safeguarding Children and Young People Policy](#)
- [National Redress Scheme Guidelines for Ys](#)

## DOCUMENT CONTROL

Review of this policy will be undertaken bi-annually, or earlier if deemed necessary, and/or as required by law, by the designated YMCA Australia personnel.

Due for review 01/06/2021.

Version:	Date:	Description of Amendment:	Amended by:	Procedure Location:
1.0	25/11/2017	Adopted by Members at the National Council of the YMCAs of Australia AGM	-	-
1.1	05/02/2019	Removed references to YMCA Approach to Redress, and inserted National Redress Scheme and YMCA Guidelines.	Executive Manager, Risk and Membership Compliance	-
1.2	30/01/2020	Updated to new branding.	Risk Consultant	-
1.3	24/10/2020	Interim review and update completed. Process deferred due to COVID-19 pandemic. Full review of policy to take place in 2021 and updated policy to be presented at 2021 AGM.  Minor review includes references to National Safeguarding Unit, and clarified and enhanced procedural information.  Endorsed by the National Board.	Risk Consultant, in conjunction with Y Australia and Y Services personnel	<a href="#">Hyperlink</a>