

MEMBER EMERGENCY POLICY

Table of Contents

1. Objective
2. Policy Statement
3. Responsibilities
4. References
5. Authorisation and Contacts

1. Objective

To be responsive and effective in the event of an emergency to protect the health and wellbeing of a Member.

2. Policy Statement

The healthy, safety and wellbeing of our Members is of the utmost importance to Five Good Friends. Five Good Friends considers the following situations a member emergency:

- Any time in the course of providing support, help or care services to a Member, either:
 - It becomes evident that there is a significant risk or threat to the health or wellbeing of the Member;. or
 - The Member suffers from a life-threatening illness or major injury which without urgent medical treatment could have significant adverse effects on their health or wellbeing.
- This Policy states Five Good Friends expects that in these situations its employees and Helpers will:
 - Immediately contact 000
 - Report the matter to relevant authorities
 - Notify the relevant Community Manager or after hours contact via 1300 787 581.
 - Stay with the Member and administer First Aid within skill level and as directed by relevant authorities or the Community Manager.
 - Only ever act if it is safe to do so, never put yourself in any danger.

3. Responsibilities

The Community Manager is responsible for:

- Notifying the next of kin
- Notifying the senior managers and Directors

- Notifying other relevant service providers
- Notifying relevant authorities.

Five Good Friends will investigate all client emergencies and take any action necessary to ensure the most effective outcomes.


All Five Good Friends employees and contractors are required to full cooperate with any internal or external reviews initiated as a result of the emergency.

4. References

- Legislation/Standards
 - Fair Work Act 2009/Work Health and Safety Act 2011 and Regulations 2011/How to Manage Work Health and Safety Risks Code of Practice 2011/FGF Work Health and Safety Policy 1.1
- Company Documents
 - Terms and Conditions, Sign Up and Induction Procedures

5. Authorisation and Contacts

Member Emergency Policy Updated 28.02.17	
Policy Number: FGF008	Date adopted: 20 December 2016
Applies to: All Five Good Friends staff, volunteers, contractors, sole traders and others	

Director: Simon Lockyer	Signature: 
Date Authorised: Feb 2017	Next Review Date: Feb 2017
Endorsed by: Head of Care and Member Services	