

Member Emergency Policy

At a Glance

As a provider of quality care and services we want to ensure we respond quickly to any emergency involving a Five Good Friends Member.

Scope

All Five Good Friends workers.

Objective

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

Definition

- 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.

Policy Statement

- The health, safety and wellbeing of our Members is of the utmost importance to Five Good Friends.
- In the event of a Member emergency all workers will:
 - immediately contact 000
 - stay with the Member and administer First Aid within skill level and as directed by relevant authorities
 - notify the relevant Care Manager or after hours contact via 1300 787 581 and follow direction provided
 - report the matter to relevant authorities, and
 - only ever act if it is safe to do so.

- The Community Manager is responsible for:
 - notifying the next of kin
 - notifying the senior managers and Directors, and
 - notifying other relevant service providers.
- Five Good Friends will investigate all client emergencies and take any action necessary to ensure the most effective outcomes, and in line with any external reporting requirements captured in the Incident Management Policy and Incident Management Workflow.
- All Five Good Friends employees and contractors are required to fully cooperate with any internal or external reviews initiated as a result of the emergency.

References and Related Documents

Five Good Friends

- Incident Management Policy
- Incident Management Workflow
- Terms and Conditions

External

- N/A