



## CRITICAL INCIDENT TRAINING

### Critical Incident Management

All work related incidents must be thoroughly investigated and understood so as to identify effective risk mitigation measures which must be implemented to prevent any re-occurrence. Depending on the severity of injuries etc. and level of organizational exposure, such investigations will often be undertaken at enterprise level (*in house*). This must be done to a very high and exacting standard, particularly where very serious injury or worse has resulted or where the circumstances necessitate overt interest by a regulator and where consideration of prosecution action is likely.

The capacity of any organisation to undertake competent and independent investigations of its own work activities is a normal part of any overarching organizational reputational risk management strategy. To respond to these needs JKA is able to deliver two specialist and related programs (initial and advanced levels).

#### **Incident Management Program** (Day 1 — initial level)

Will equip participants with the knowledge and investigative skills to undertake competent investigations *in house* using templated documentation.

#### **Critical Incident Program** (Day 2 – advanced level)

This is a comprehensive specialist program building on the skills derived from the *Incident Management Program*. It extends the training and development to include regulatory interactions, legal considerations, evidence gathering and documentation to ensure that legal & professional privilege is maintained throughout the process.

**Duration:** 2 days

**Note:** Where an *in house* focus is all that is required for investigations the *Incident Management Program* can be delivered as a stand alone program.

**Aims:** To provide participants with the information, knowledge and skills to enable them to participate within a team based approach to the investigation and documentation of work related incidents.

**Target Audience:** Managers, Supervisors, Health & Safety Representatives or anyone required or encouraged to investigate workplace incidents on behalf of the employer.

**Mode of Delivery:** Formal Presentations, Case Studies, Role Plays, Problem Solving, Interviews, Small Group Discussions & Analysis and Handouts.

#### **Content:**

- Day 1** Incident Causation Models  
Scoping the Investigation  
Establishing the Investigation Team  
Interviewing Techniques  
Gathering & Documenting the Information  
Analysis & Preventative Actions
- Day 2** Statutory Notifications  
Managing Regulatory Interactions  
Planning the Investigation  
Legal & Professional Privilege (LLP)  
Rules of Evidence  
Taking Witness Statements  
Compiling the Investigation Report  
Court Etiquette & Giving Evidence

**Delivered by:** Specialist Occupational Health & Safety Lawyer/Barrister & experienced Senior Investigator both previously employed by WorkSafe Victoria.

#### **Prerequisites:**

Incident Management Program: None required

Critical Incident Program: must be preceded by the *Incident Management Program*