



Incident Management Fact Sheet

COMMITMENT

Tofarati Angels Limited 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 or violence
- 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 or abuse or neglect
- Inappropriate relationships
- Property malfunction
- Exploitation
- Discrimination

WHAT WILL TOFARATI ANGELS LIMITED DO?

Tofarati Angels Limited's Incident Management Policy & Procedures ensures that Tofarati Angels Limited 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 9601 2000; or
- mail: Shop 7, 220 George Street Liverpool, NSW 2170; or
- email: tofaratiangels@gmail.com