

PROCEDURE FOR REPORTING CRITICAL INCIDENTS

Purpose:

To establish procedures for the reporting, recording and monitoring of critical incidents involving service users and workers. Critical incident reporting includes the verbal reporting and preparation of written reports of an incident, within stipulated time frames. Depending on the level of the critical incident, one or more of the following outcomes are sought:

1. Tier 1 – To seek urgent assistance and support in an emergency situation.
2. Tier 2 – To draw attention to an incident that does not require immediate assistance.
3. Tier 3 – To report an incident that is not of a serious or immediate nature.

These critical incidents are any events, either accidental or deliberate, where people are at immediate risk in relation to their personal safety, health and wellbeing and/or significant damage to property has occurred. Tier 1 incidents are very serious in nature requiring an immediate, urgent response and support from senior management. After verbal notification of the incident, a Tier 1 written critical incident report must be completed within the time frames stipulated and personally handed over to senior management upon completion.

Management responsibilities:

Upon receiving notification of a Tier 1 critical incident, the Manager or another by delegation will:-

- Contact the person making the report if necessary, confirm the category and seriousness of the incident, advise the worker what further action to take, and immediately report any alleged criminal acts to the Queensland Police Service.

As soon as practicable the Service Manager or his/her delegate will:

- Contact the family/guardian/advocate of the service user and advise them of the situation or as directed by the relevant authority.
- Contact the family/next of kin if the worker has been injured.
- Record responses and outcomes, and continue to monitor the situation on a regular basis and provide updates to appropriate stakeholders.
- Notify DSQ by phone and submit a written report of the action taken with copy of the original incident report.
- Advise the Chairperson of the Committee of the incident.
- Enter the details of the incident in the Incident Register.
- File the entire critical incident documentation in the relevant file when the matter has been resolved and cross-reference the details where appropriate.
- Present the documents at the next team meeting for the purpose of discussion and possible continuous improvement action.

TIER 1 INCIDENTS: The list below is inclusive of such incidents, but not exhaustive. When in doubt, err on the side of caution and report the incident.

<ul style="list-style-type: none"> • Death of a service user regardless of circumstances. • A life-threatening or serious injury requiring hospitalisation of a service user and/or member of the public. • Serious work related injury to a worker requiring urgent medical intervention. • Any major disruption to service delivery that compromises duty of care towards service users e.g. industrial action, natural disasters. • Major incident involving emergency services e.g. fire, police, and ambulance. • Vehicle accident rendering vehicle unsafe to drive and/or sustaining serious damage. • Serious and dangerous workplace health and safety issues requiring an immediate response. 	<ul style="list-style-type: none"> • Service user is missing and there are serious concerns about his/her well-being and/or vulnerability. • Matters that involve service users and/or workers in the criminal justice system. • Allegations of abuse, neglect and exploitation of a service user by worker/s and/or others. • Theft of or major damage to property belonging to service user, worker, member of the public or the service (over \$1000.00) • Challenging behaviours of service users requiring the immediate application of unauthorised restrictive practices by workers.
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FOR ANY CRITICAL INCIDENTS RELATING TO A PERSON SUPPORTED BY THE SERVICE

Action Required	During Business Hours	Outside Business Hours
Verbal Notification	Immediately contact office on 47796500	Immediately contact the ON CALL phone on 0488 796 722
Lodgment of Incident Report by the Support Worker	To be submitted as soon as reasonably possible but within 24 hours.	
Written Critical Incident Report to Disability Services	As soon as reasonably possible but within 48 hours.	As soon as reasonably possible but within 48 hours.

FOR ANY CRITICAL INCIDENTS RELATING TO A COMMUNITY CONNECTION EMPLOYEE

Action Required	During Business Hours	Outside Business Hours
Verbal Notification	Immediately contact the Workplace Health & Safety office on 1300 369 915	Immediately contact the Workplace Health & Safety office on 1300 369 915
Lodgment of Incident Report by the Support Worker	To be submitted as soon as reasonably possible but within 24 hours.	

TIER TWO INCIDENTS

These critical incidents are any events, either accidental or deliberate, where people are at risk in relation to their personal safety, health and well-being. Tier 2 incidents are serious in nature but do not require an immediate, urgent response and support from senior management. After verbal notification of the incident, a Tier 2 written critical incident report must be completed within the time frames stipulated and personally handed in to the office by noon of the next business day.

Service staff responsibilities:

- For any injuries/illnesses, seek medical attention.
- Any worker involved in, witnessing, or first becoming aware of a Tier 2 critical incident must promptly verbally report the incident to management and prepare and submit a written report to management, within the time frames stipulated.

Management responsibilities:

Upon receiving notification of a Tier 2 critical incident, the Services Manager will:

- Confirm the category and seriousness of the incident; decide on what further action to take, and immediately report any alleged criminal acts to the Queensland Police Service.

A member of the Management Team will as soon as practicable:

- Contact the family/guardian/advocate of the relevant person and advise them of the situation.
- Record responses and outcomes, and continue to monitor the situation on a regular basis and provide updates to appropriate stakeholders.
- Advise the Committee of the incident at their next scheduled meeting.
- Enter the details of the incident in the Incident Register.
- File the entire critical incident documentation in the relevant person's file when the matter has been resolved and cross-reference the details where appropriate.
- Present the documents at the next team meeting for the purpose of discussion and possible continuous improvement action.

TIER 2 INCIDENTS: The list below is inclusive of such incidents, but not exhaustive. When in doubt, err on the side of caution and report the incident.

<ul style="list-style-type: none"> • Service user requiring medical treatment for an injury or illness requiring treatment by a medical practitioner. • Any disruption to service delivery that compromises duty of care to service users e.g. worker not turning up for shifts. • Minor damage to property belonging to service user, worker, member of the public or Community Connection Inc (under \$1000.00). 	<ul style="list-style-type: none"> • Missed administering prescribed medication and/or administering incorrect medication to a service user.. • Any minor damage resulting from involvement in a vehicle accident. • Injury to worker not requiring immediate medical intervention. • Non-urgent workplace health and safety issues.
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Action Required	During Business Hours	Outside Business Hours
Verbal Notification	Immediately contact office on 47796500	Immediately contact the ON CALL phone on 0488 796 722
Lodgment of Incident Report by the Support Worker	To be submitted as soon as reasonably possible but within 24 hours.	
Written Critical Incident Report to Disability Services	As soon as reasonably possible but within 48 hours.	As soon as reasonably possible but within 48 hours.

TIER 3

These critical incidents are any events, either accidental or deliberate, where people are at low risk in relation to their personal safety, health and well-being. Tier 3 incidents are not serious in nature and do not require an immediate, urgent response and support from senior management. A Tier 3 written critical incident report must be completed within the time frames stipulated and filed in the relevant files.

Service staff responsibilities:

- For any minor injuries and illnesses apply first aid.
- Any worker involved in, witnessing, or first becoming aware of a Tier 3 critical incident must write out a Tier 3 incident report and file in the service user's file, within the time frames stipulated.

Management Team responsibilities:

Upon receiving a Tier 3 critical incident report, the management and administration team will:

- Record responses and outcomes, and continue to monitor the situation on a regular basis and provide updates to appropriate stakeholders.
- Enter the details of the incident in the Incident Register.
- Advise the Committee of the incident at their next scheduled meeting.
- File the critical incident documentation when the matter has been resolved and cross-reference the details where appropriate.
- Present the documents at the next team meeting for the purpose of discussion and possible continuous improvement action.

TIER 3 INCIDENTS: Are any incidents that do not fall into Tier 1 & 2 categories and the purpose of the report is to facilitate the evolvement of future operational responses. The report will provide a written record of the incident should the incident prove to have other or unforeseen repercussions.

TYPE OF TIER 3 INCIDENTS: The list below is inclusive of such incidents, but not exhaustive. When in doubt, err on the side of caution and report the incident.

<ul style="list-style-type: none"> • Drawing attention to unusual interactions and behaviours displayed by service users. • Notification of any repair and maintenance items that do not require an urgent response. • Potential workplace health and safety issues. • Explanation of the normal minor injuries a service user might receive as part of living an active life. 	<ul style="list-style-type: none"> • Documenting any minor injuries a worker might receive during their shift in case of a potential Workcover claim. • To draw attention to any non-urgent issue in the best interest of the service user, worker or general community.
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Action Required	During Business Hours	Outside Business Hours
Verbal Notification	Immediately contact office on 47796500	Immediately contact the ON CALL phone on 0488 796 722
Lodgment of Incident Report by the Support Worker	To be submitted as soon as reasonably possible but within 24 hours.	
Written Critical Incident Report to Disability Services	As soon as reasonably possible but within 48 hours.	As soon as reasonably possible but within 48 hours.