



## CRITICAL INCIDENT REPORTING PROCEDURE

Policy Area	Service Delivery
Document type	Procedure
Applicable to	Centacare Community Services
Version	2
Date approved	20 April 2015
Approved by	Senior Director, Community Services
Review date	20 April 2016
Policy Sponsor	Senior Director, Community Services
Related policy	Archdiocese Protecting Children and Vulnerable Adults Policy CCS Abuse, Neglect and Exploitation – Prevention and Response Policy CCS Complaints Policy CCS Duty of Care Policy CCS Incident Reporting and Investigations Policy CCS Operational Policy Restrictive Practices Full Legislative Scheme Policy Centacare Privacy Policy Archdiocese Safeguarding Children and Vulnerable Adults Policy
Authority	Disability Services Queensland Critical Incident Reporting Policy 2008 Coroners Act 2003 Disability Services Act 2006 Guardianship and Administration Act 2000 Public Guardian Bill 2014 <i>Privacy Act 1988</i> Australian Privacy Principles (APPs) 2014 Work Health and Safety Act 2011

### PURPOSE

The purpose of this procedure is to assist staff and/or volunteers of Centacare, in understanding their responsibilities when responding to and reporting a Critical Incident. This procedure assists in establishing accurate and timely reporting of relevant incidents to management to enable an effective response and to facilitate ongoing monitoring and prevention of such incidents.

This procedure also establishes processes for recording, reporting and monitoring critical incidents involving staff and/or clients of Centacare Community Services, and ensuring appropriate support responses and follow up occurs, within the organisation and to external funding bodies (eg. Disability Services).

### SCOPE

This procedure applies to all Centacare Community Services.

**PRINCIPLE 1**

If a Critical incident involves a medical emergency, Centacare staff are required to provide first response assistance.

**PROCEDURES**

1.1 If, a medical emergency situation occurs, the following steps must be followed:

- a) If required, staff should administer first aid; and/or
- b) Immediately contact emergency services (by phoning 000) and follow any additional directions provided by emergency services.
- c) If it is known that the person who is being assisted has an Advanced Health Directive, the staff member must inform Emergency Services, and if available, provide a copy of the directive.

1.2 Centacare staff must report the incident in accordance with the CCS Incident Reporting & Investigations Policy.

- a) When an incident is deemed critical, Centacare staff will also follow the additional reporting requirements of the respective funding body as detailed within appendix A – C.

**PRINCIPLE 2**

All Centacare staff will follow an established line of communication when reporting details of a critical incident.

**PROCEDURES****2.1 During Business Hours**

- a) Immediate verbal notification by support staff to the Coordinator or Manager.
- b) Immediate notification to Stream Manager, if applicable.
- c) Immediate notification to Director/Regional Manager.
- d) The Manager, in consultation with the Stream Manager if applicable, and Director/Regional Manager will notify the client's family/advocate/guardian as a matter of priority.
- e) Additional Notification may be required dependent on the applicable funding body governing the provision of support. Refer to appendix.

**2.2 Outside of Business Hours**

- a) Immediate verbal notification by support staff to the After Hours/On Call Service.

- b) In accordance with the On Call Process, the Manager and where applicable, Stream Manager will be notified.
- c) The Manager or Stream Manager will notify the Director/Regional Manager of the incident.
- d) The Manager, in consultation with the Stream Manager if applicable, and Director/Regional Manager will notify the client's family/advocate/guardian as a matter of priority.
- e) Additional Notification may be required dependent on the applicable funding body governing the provision of support. Refer to appendix.

### PRINCIPLE 3

If a staff member is the subject of a critical incident, additional reporting notification requirements will be completed.

### PROCEDURES

- 3.1 If a critical incident occurs and the staff member/s suffers physical or psychological harm, the staff member will contact the Coordinator, Manager or After Hours/On Call Service immediately.
- 3.2 The Manager will contact the Manager, Work Safety and notify them of the incident. The Work Safety Manager will facilitate the notification to the Division of Workplace Health and Safety, following approval from the Senior Director.
- 3.3 Centacare recognises that any ill/injured staff member always maintains the right to treatment by a medical practitioner of their choice.
- 3.4 In the event that a staff member is fatally injured:
  - Centacare's reporting hierarchy will facilitate notification to the staff member's family, if not already arranged through the Queensland Police Service.
  - Centacare's reporting hierarchy will assist, where possible, in notification to other family members, on request of immediate family members.
  - If the incident occurs throughout the provision of direct support to a Centacare Client, the Director/Regional Manager will complete any documentation required as per the respective funding body guidelines.

### PRINCIPLE 4

Centacare will ensure record keeping processes in relation to Critical Incidents, are kept in accordance with Centacare's Privacy Policy and meet the requirements of the relevant funding body.

### PROCEDURES

- 4.1 The Director/Regional Manager is responsible for maintaining a register of all Critical Incidents reported within their area of responsibility.

- 4.2 Centacare will maintain records pertaining to all Critical Incident reports, and any related briefs that have been forwarded to any Government Department, Funding Body and/or external stakeholder.
- 4.3 The Critical Incident Register will be monitored on a monthly basis by the Director/Regional Manager.
- 4.4 Timeframes for follow up action will be monitored. If actions are not completed within the stipulated time frame, the Manager or Stream Manager will be contacted to ensure action is taken.

## APPENDIX A - Department of Communities, Child Safety and Disability Services – Disability Support (DS) Funded Programs Only

In additional to the CCS Critical Incident Reporting requirements, the following reporting will also occur.

For a **Child Critical Incident** or **Adult Critical Incident level A** which occurs **during business hours**:

- a) Director/Regional Manager or delegated representative, notifies Community Services Resource Officer (DS) as soon as possible after becoming aware of the incident,
- b) Disability Services Queensland Critical Incident Form 2008 to be completed and submitted as soon as possible, but not later than by noon on the next business day after verbal notification.
- c) In accordance with the Critical Incident Reporting Flowchart (Attachment 1), the Manager and/or Stream Manager, in consultation with the Director/Regional Manager, will report the incident to other internal and external parties.

For a **Child Critical Incident** or **Adult Critical Incident level A** which occurs **outside of business hours**:

- a) The Director/Regional Manager or delegated representative, notifies Community Services Resource Officer (DS) as soon as possible after becoming aware of the incident but no later than noon the next business day.
- b) Disability Services Queensland Critical Incident Form 2008 to be completed and submitted by noon on the next business day after verbal notification.
- c) In accordance with the Critical Incident Reporting Flowchart (Attachment 1), the Manager and/or Stream Manager, in consultation with the Director/Regional Manager, will report the incident to other internal and external parties.

For an **Adult Critical Incident Level B**:

- a) Director/Regional Manager or delegated representative, notifies Community Services Resource Officer (DS) of the incident as soon as practical after becoming aware of the incident, but no later than noon the next business day.
- b) Disability Services Queensland Critical Incident Form 2008 to be completed and submitted by noon on the next business day after verbal notification.
- c) In accordance with the Critical Incident Reporting Flowchart (Attachment 1), the Manager and/or Stream Manager, in consultation with the Director/Regional Manager, will report the incident to other internal and external parties.

All Critical Incident Reports must be emailed to the relevant person/s ensuring that the email is sent with a "Request a read receipt for this message", so notification is received once the report is read.

**APPENDIX B - Department of Communities, Child Safety and Disability Services –  
Community Support (QCCS) Funded Programs Only**

**In additional to the CCS Critical Incident Reporting requirements, the following reporting will also occur.**

For any critical incident that occurs:

- a) Director/Regional Manager notifies the Department within one business day, after becoming aware of a critical incident, via phone or by emailing the Incident/Hazard Report Form to [communitycare-admin@communitites.qld.gov.au](mailto:communitycare-admin@communitites.qld.gov.au) ensuring that the email is sent with a “Request a read receipt for this message”, so notification is received once the report is read.
- b) In accordance with the Critical Incident Reporting Flowchart (Attachment 1), the Manager and/or Stream Manager, in consultation with the Director/Regional Manager, will report the incident to other internal and external parties.

**APPENDIX C – Home and Community Care (HACC) Funded Programs Only**

**In additional to the CCS Critical Incident Reporting requirements, the following reporting will also occur.**

For any critical incident that occurs:

- a) Director/Regional Manager notifies the Department within 24 hours of the incident or becoming aware of a critical incident, via phone (07) 3037 4770.
- b) In accordance with the Critical Incident Reporting Flowchart (Attachment 1), the Manager and/or Stream Manager, in consultation with the Director/Regional Manager, will report the incident to other internal and external parties.

*NB. HACC funding is currently in transitional arrangements to the Commonwealth Home Support Program (CHSP).*

**APPENDIX D - National Respite for Carers Program (NRCP) Funded Programs Only**

**In additional to the CCS Critical Incident Reporting requirements, the following reporting will also occur.**

For any critical incident that occurs:

- a) Director/Regional Manager notifies the Department within one business day, after becoming aware of a critical incident, by calling the Aged Care complaints line on 1800 550 552.
- b) In accordance with the Critical Incident Reporting Flowchart (Attachment 1), the Manager and/or Stream Manager, in consultation with the Director/Regional Manager, will report the incident to other internal and external parties.

*NB. NRCP funding is currently in transitional arrangements to the Commonwealth Home Support Program (CHSP).*



**APPENIDX E - Veterans' Home Care (VHC) Funded Programs Only**

**In additional to the CCS Critical Incident Reporting requirements, the following reporting will also occur.**

For any critical incident that occurs:

- a) Director/Regional Manager will notify the VHC Assessment Agency of the situation and the time taken by the support worker.
- b) If the situation involves the death of an entitled person or a spouse or carer of the entitled person, the Director/Regional Manager must also contact the VHC Operations team after they have contacted the appropriate emergency services/authorities and the VHC Assessment Agency.
- c) Where the emailing of personal information is considered necessary, at a minimum, the personal information should be contained in a password protected PDF document attached to the email. The password should be provided separately to the recipient (e.g. by telephone) and must not be included within the email. Fax is the preferred transmission, provided the Director/Regional Manager notifies the recipient by telephone immediately prior to the transmission.
- d) In accordance with the Critical Incident Reporting Flowchart (Attachment 1), the Manager and/or Stream Manager, in consultation with the Director/Regional Manager, will report the incident to other internal and external parties.

## SUPPORTING DOCUMENTS

Related processes and procedures include:

- Human Standards Quality Framework
- Centacare Privacy Procedures
- CCS Abuse, Neglect and Exploitation – Prevention & Response Procedure
- CCS Incident Reporting and Investigations Procedure
- Disability Services Queensland Critical Incident Form 2008
- Critical Incident Flowchart

## COMPLIANCE

Deliberate breaches of this policy will be dealt with under Centacare's misconduct provisions, as stated in the Employment Guidelines *Code of Conduct*.

## IMPLEMENTATION

The Directors, Stream Managers and Regional Managers are responsible for implementing and monitoring compliance with this policy.