

# ACTION FOLLOWING SERIOUS INCIDENTS

	TIME FRAME					
	IMMEDIATELY	WITHIN 24 HOURS	WITHIN 2 WEEKS	WITHIN 4 WEEKS	WITHIN 12 WEEKS	LONG TERM
<u>DIRECT CARE STAFF</u>	<ul style="list-style-type: none"> <li>COMPLETE INCIDENT BOOK WHERE APPLICABLE</li> <li>NOTIFY FACILITY MANAGER</li> <li>PROVIDE SUPPORT TO OTHER COLLEAGUES (ATTACHMENT 1)</li> </ul>	<ul style="list-style-type: none"> <li>CONTACT FACILITY MANAGER IF ADDITIONAL SUPPORTS REQUIRED (EG DEBRIEFING)</li> <li>CONTINUE TO PROVIDE SUPPORT TO COLLEAGUES AS NECESSARY</li> </ul>	<ul style="list-style-type: none"> <li>CONTINUE TO MONITOR THE REACTIONS OF YOURSELF AND COLLEAGUES.</li> <li>PARTICIPATE IN DEBRIEFING WHERE APPROPRIATE</li> </ul>			
<u>FACILITY MANAGERS SUPERVISORS</u>	<ul style="list-style-type: none"> <li>NOTIFY PROGRAMME MANAGER</li> <li>ASCERTAIN THAT INCIDENT BOOK HAS BEEN COMPLETED</li> <li>ASCERTAIN LEVELS OF SUPPORT NEEDED BY STAFF INVOLVED.</li> </ul>	<ul style="list-style-type: none"> <li>ADVISE PROGRAMME MANAGER FURTHER AS NECESSARY</li> <li>ADVISE IF ADDITIONAL SUPPORTS REQUIRED (EG DEBRIEFING)</li> </ul>	<ul style="list-style-type: none"> <li>CONTINUE TO MONITOR REACTIONS OF YOURSELF AND STAFF.</li> <li>PARTICIPATE IN DEBRIEFING WHERE APPROPRIATE.</li> </ul>		<ul style="list-style-type: none"> <li>MONITOR REACTIONS OF YOURSELF AND STAFF AT TIME OF INQUIRY AND REPORT RELEASE (WHERE APPROPRIATE)</li> </ul>	<ul style="list-style-type: none"> <li>MONITOR REACTIONS OF YOURSELF AND STAFF AT TIME OF CORONIAL INQUEST</li> </ul>
<u>PROGRAMME MANAGERS IDS, FYCS</u>	<ul style="list-style-type: none"> <li>NOTIFY REGIONAL DIRECTOR</li> <li>ENSURE PARENTS/OR GUARDIAN, ADVOCATE HAVE BEEN ADVISED</li> <li>WHERE "REPORTABLE DEATH" (REFER DEATH INQUIRY GUIDELINES) ENSURE CORONER OR LOCAL POLICE HAVE BEEN ADVISED</li> <li>ASCERTAIN LEVELS OF SUPPORT NEEDED BY ALL STAFF INVOLVED</li> </ul>	<ul style="list-style-type: none"> <li>PROVIDE INCIDENT REPORT TO REGIONAL DIRECTORS WHICH IDENTIFIES CATEGORY ISSUES;</li> <li>ASCERTAIN IF ADDITIONAL FORMAL STAFF SUPPORTS REQUIRED (EG DEBRIEFING)</li> <li>CONTACT DEBRIEFING AGENCY IF DEBRIEFING NECESSARY (REFER DEBRIEFING AND STAFF SUPPORT GUIDELINES)</li> <li>ADVISE REGIONAL DIRECTOR FURTHER AS REQUIRED.</li> <li>ASCERTAIN AND ACTION ADDITIONAL SUPPORT NEEDED BY PARENTS/OR GUARDIAN (EG FUNERAL COST SUBSIDY) (SEE ATTACH III)</li> </ul>	<ul style="list-style-type: none"> <li>ARRANGE DEBRIEFING (WHERE REQUIRED)</li> <li>ADVISE REGIONAL DIRECTOR OF DEBRIEFING AND OUTCOME</li> </ul>	<ul style="list-style-type: none"> <li>ARRANGE FOLLOW UP DEBRIEFING</li> <li>ADVISE REGIONAL DIRECTOR OF ACTION DEBRIEFING AND OUTCOME</li> </ul>	<ul style="list-style-type: none"> <li>RECEIVE COMPLETED INQUIRY REPORT WHERE APPLICABLE</li> </ul>	<ul style="list-style-type: none"> <li>ADVISE FACILITY MANAGER CORONIAL INQUEST WHERE APPLICABLE</li> </ul>
<u>REGIONAL DIRECTORS</u>	<ul style="list-style-type: none"> <li>ENSURE PARENTS/OR GUARDIAN ADVOCATE HAVE BEEN ADVISED</li> <li>WHERE "REPORTABLE DEATH" ENSURE CORONER OR LOCAL POLICE HAVE BEEN ADVISED</li> <li>ASCERTAIN CATEGORY OF INCIDENT (SEE ATTACHMENT II)</li> <li>WHERE REPORTABLE DEATH, NOTIFY PRACTICE QUALITY BRANCH</li> <li>ADVISE GENERAL MANAGER</li> <li>ASCERTAIN ADDITIONAL SUPPORT NEEDED BY MANAGEMENT</li> </ul>	<ul style="list-style-type: none"> <li>PROVIDE INCIDENT REPORT TO RELEVANT GENERAL MANAGER WITHIN MINISTERIAL BRIEFING</li> <li>WHERE REPORTABLE DEATH, PROVIDE REPORT TO PRACTICE QUALITY BRANCH</li> <li>FORWARD LETTER TO CORONER, REQUESTING THAT CSV BE KEPT INFORMED OF DATE OF INQUEST AND SUBSEQUENT FINDINGS.</li> </ul>	<ul style="list-style-type: none"> <li>PROVIDE ADDITIONAL REPORT TO GENERAL MANAGER/DIRECTOR PQB TO ASSIST DECISION AROUND PANEL OF INQUIRY (REFER: DEATH INQUIRY GUIDELINES P 4.3)</li> <li>ADVISE STAFF OF INQUIRY PROCESS (DEATH INQUIRY GUIDELINES P.5.2.)</li> </ul>		<ul style="list-style-type: none"> <li>RECEIVE COMPLETED INQUIRY REPORT, WHERE APPLICABLE</li> </ul>	<ul style="list-style-type: none"> <li>ADVISE PROGRAMME MANAGER OF CORONIAL INQUEST WHERE APPLICABLE</li> <li>ADVISE GENERAL MANAGER OF CORONIAL INQUEST</li> </ul>
<u>GENERAL MANAGERS</u>	<ul style="list-style-type: none"> <li>ADVISE DIRECTOR GENERAL AND MINISTER VIA INCIDENT REPORT AND MINISTERIAL BRIEFING</li> <li>ADVISE POSSIBLE MEDIA RESPONSE.</li> </ul>			<ul style="list-style-type: none"> <li>DETERMINE (ON ADVICE FROM PQB WHETHER TO HOLD AN INQUIRY*</li> <li>DETERMINE NEED FOR MINISTERIAL INQUIRY</li> <li>* APPLICABLE TO "REPORTABLE DEATHS" CATEGORY 1 IN IDS AND YOUTH CORRECTIONS</li> </ul>	<ul style="list-style-type: none"> <li>RECEIVE COMPLETED INQUIRY REPORT WHERE APPLICABLE</li> </ul>	