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Community Services Victoria

DEPARTMENTAL INSTRUCTION

TITLE REPORTING OF INCIDENTS INVOLVING CSV

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INTRODUCTION

Timely and accurate reporting of incidents involving the CSV portfolio are critical to effective responsiveness by the Minister and senior management.

The purpose of these procedures is to provide a common approach to incident reporting across CSV and to ensure that local, Regional and Head Office Management are advised of incidents as succinctly and as soon as possible.

THESE GUIDELINES APPLY TO ALL FUNCTIONAL AREAS OF THE DEPARTMENT AND NOT JUST REGIONAL, OPERATIONAL AND INSTITUTIONAL AREAS.

THESE PROCEDURES ARE MANDATORY AND STAFF SHOULD NOT RELY ON LESS FORMAL MEANS OF REPORTING INCIDENTS REGARDLESS OF THEIR CATEGORY.

CLASSIFICATION OF INCIDENTS

There are 3 categories of incidents: categories 1, 2 and 3.

1) Category 1 Incidents

Category 1 incidents include any sudden, widespread, grave or violent occurrences which have very serious consequences for the Department;

Category 1 incidents include those which:

- place the community at risk, eg large-scale absconding, a serious offence by a CSV client, or a major incident within a work unit or a facility or a serious threat to CSV staff and facilities ;

- result in death by non-natural causes or serious injury to clients, staff or persons supervised by CSV;
- have safety/security implications which place clients, staff, persons, residents, a work unit or a facility at serious risk;
- could result in serious charges being laid against a CSV staff member;
- involve the abduction of a child under a Court Order;
- may, in the opinion of the Officer in Charge of a work unit or facility, result in adverse or sensationalist media coverage.

2) Category 2 Incidents

Category 2 incidents include significant, important incidents which have the potential to assume major proportions but which are contained within the Department;

Category 2 incidents include those which:

- affect an individual's care, safety and well being;
- relate to unauthorised absenteeism from a reception centre, youth training centre or training centre;
- involve serious behaviour disturbances on the part of CSV clients;
- involve a low level threat to the safety of clients, staff, persons, residents work unit or facility.

3) Category 3 Incidents

Category 3 incidents include abnormal or uncharacteristic incidents which interrupt normal work and routine but do not extend beyond the work unit or facility.

Category 3 incidents include those which:

- need to be recorded as information relating to CSV clients, the staff of facilities or community issues;
- can be dealt with adequately at the facility or regional centre;
- involve incidents such as theft, assault, wilful damage.

REPORTING PROCEDURES

Category 1 Incidents

Each category 1 incident MUST be reported to the Minister in the following way:

- (1) Any staff involved in or with such an incident MUST ensure that it is immediately reported to the Facility Manager, or Officer-in-Charge.
- (2) The Facility Manager, or Officer-in-Charge must report the incident to the Regional Director and Deputy Director-General, Regional Services.
- (3) The Deputy-Director-General, Regional Services is responsible for informing the Minister and the Director-General. A briefing may need to be forwarded to the Minister.
- (4) The Facility Manager, or Officer-in-Charge is to complete an "Incident Report Form" (attachment 1) and immediately forward it to the Minister through the Ministerial briefing system, by lodging it with the 13th Floor Receptionist, 55 Swanston Street.

To expedite reporting all incidents should initially be reported by telephone to the most appropriate officer and the following particulars provided :

- nature of incident;
- place of incident;
- time and date of incident;
- persons involved;
- significant details e.g. name, date of birth, category of client, specific features of incident;
- immediate action taken;
- involvement of other agencies;
- possible media attention and proposed response.

- . The Incident Report Form (attachment 1) should be completed by the Facility Manager or Officer-in-Charge, and referred as soon as possible to both the Regional Director and Deputy Director-General, Regional Services. The Form should suggest a possible position to take to deal with likely media attention, especially where adverse or sensationalist coverage is expected. The Deputy Director-General, Regional Services will arrange for copies to be distributed to senior officers, and for a position to be developed on dealing with the media.

- . The Facility Manager or Officer-in-Charge should have regard to the need for debriefing of staff. (Separate advice will follow this Instruction).

- . In situations of after-hours reporting, the Facility Manager or Officer in Charge should contact the Regional Director at home by telephone as soon as possible. Where the Regional Director believes that the nature of the incident warrants, reports should be made to the home telephone numbers of the Minister and/or Deputy Director-General, Regional Services. The incident should also be reported on the After Hours Incident Message Recorder at Head Office (telephone No.(03)6536354) by the Facility Manager or Officer in Charge. Details are to be dictated in the sequence set out above. (Dictation should take a maximum of three (3) minutes) An Incident Report Form is still required to be submitted by the next day.

- . In the case of Youth Training Centre abscondings, the Institutional Support Services Section should be contacted as soon as possible on (03)6536358, or by using the After Hours Incident Message Recorder (No. (03)6536354).

- . In the event of a death by non-natural causes or very serious injury to a client, Regional Directors should arrange an immediate appraisal of possible practice implications around the death or very serious injury. The appraisal should include a possible referral to the Victorian Government Solicitor (on the advice of the Legal Advisor) for representation of the Department or its staff at any inquiry/inquest.

(2) Category 2 Incidents

- . A Category 2 incident should be reported by staff involved in or with the incident to the Facility Manager or Officer in Charge, who in turn should complete an Incident Report Form and refer it to the Regional Director as soon as possible.
- . In the case of Youth Training Centre abscondings, the procedure set out above should be followed.

(3) Category 3 Incidents

- . For Category 3 incidents, an Incident Report Form must be completed as soon as possible after the incident by the supervising officer and referred to the Facility Manager or Officer in Charge.
- . The completed form, with appropriate comments from the Facility Manager, and a record of any subsequent action taken, is to be retained on file at the facility or office at the discretion of the Facility Manager or Officer in Charge.



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