

Copy All stars.

J.L.

Departmental Instruction

→ file.



Number DI/91/1
 Distribution category 3
 File reference
 Contact General Managers
 Date 22 January 1991
 REPLACES DI/28/23 of 7.8.90



REPORTING OF INCIDENTS IN CSV

The accurate reporting of incidents is critical to effective response by the Minister and senior management. The common approach to incident reporting in CSV, set out in this instruction, will ensure that local, regional and head office management are advised in a succinct and timely manner.

THE GUIDELINES APPLY TO ALL FUNCTIONAL AREAS OF THE DEPARTMENT.

PROCEDURES ARE MANDATORY. STAFF MAY NOT RELY ON LESS FORMAL MEANS OF REPORTING INCIDENTS.

CLASSIFICATION OF INCIDENTS.

The three categories are:

1. **Category 1 Incidents.**

These are defined as any sudden, widespread, grave or violent occurrences which have serious consequences for clients, the community, or CSV staff, e.g., those which

- result in death by non-natural causes or serious injury, or re-injury, to clients, staff or persons supervised by CSV (includes attempted suicide),
- place the community at risk, e.g., break-outs from Youth Training Centres (YTC's), serious offence by a client, serious threat to staff and/or facilities,
- result in charges being laid against a staff member,
- may be of significant interest to the media,

2. **Category 2 Incidents.**

These are defined as those which threaten clients or staff in a non-lethal way, which pose no significant danger to the general public, but which have important implications for the management of an individual case, or CSV management generally, e.g., those which

- affect an individual's care, safety and well-being,

- relate to individual unauthorised absenteeism from a secure welfare service/reception centre, YTC, or a Disability Services (DS) residential facility,
- involve serious behaviour disturbances by clients,
- have the potential to escalate to Category 1 incidents.

3. **Category 3 Incidents.**

These are defined as abnormal or uncharacteristic incidents which interrupt normal work and routine but the significance of which does not extend beyond the workplace or facility. E.g., those which

- must be recorded within the work unit or facility relating to clients, staff of facilities or community issues,
- can be dealt with adequately by the facility or work unit,
- have no further implications for the Department, region or community. Where there is a doubt, the incident should be regarded as Category 2.

REPORTING PROCEDURES

Category 1 Incidents MUST be reported immediately to the appropriate General Manager by the following means:

- i. All staff involved in or with an incident must report it immediately to the Facility Manager, or Officer-in-Charge.
- ii. The Facility Manager or OIC must report the incident to the Regional Director or Branch Director who, after advising the appropriate General Manager by telephone, ensures that an Incident Report Form (attachment 1) is sent to the General Manager by Fax immediately. The Incident Report Form must be received by the General Manager by the next working day after the incident. This applies equally to after-hours reporting.
- iii. Category 1 Incident Reports should be supported by a Ministerial Briefing as soon as possible.
- iv. The Minister and Director-General will be advised of the incident by the General Manager.
- v. The Incident Report Form should present factual information which can provide the basis for a media briefing if required.
- vi. In all cases of YTC abscondings the Youth Support Branch must be contacted as soon as possible on (03) 412 7327, or by using the After Hours Incident Message Recorder (03) 412 6890. The Incident Report Form is

still required to be completed and a copy Faxed to Youth Support Branch on (03) 412 7373.

- vii. In the event of a death by non-natural causes, or serious injury to a client, Regional Directors or Branch Directors should arrange for an immediate consideration of possible practice implications and provide the General Manager with a more comprehensive report within 10 days of the death or injury.
- viii. A copy of the Incident Report (Categories 1 and 2) should be sent to the Senior Project Officer, Child Protection and Family Services Division to assist in determining whether a formal inquiry is necessary, and for an analysis of types of incidents.
- ix. Regional Directors should consider the activation of the CSV Debriefing Service for the support of staff affected by serious incidents.
- x. Regional Directors/Branch Directors should consider the need for a referral to the Victorian Government Solicitor (on the advice of the Director, Legislation and Legal Services, telephone 412 6520) for CSV representation at any subsequent inquiry/inquest.

The reporting of Category 2 Incidents follows the procedures set out in i, ii, vi, and viii above.

The information on the form should include an outline of the actions taken or proposals in response to the incident.

The reporting of Category 3 Incidents must be completed as soon as possible after the incident by the supervising officer and referred to the Facility Manager or OIC.

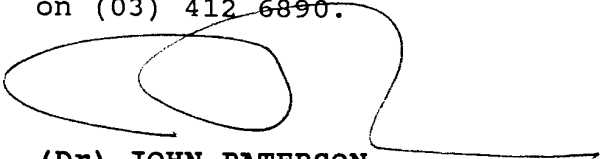
The completed form, with appropriate comments from the Facility Manager, and a record of any subsequent action taken, is to be retained on file at the facility or office.

NON-GOVERNMENT AGENCIES.

Regional Directors need to ensure that Non-Government Agencies caring for statutory clients of CSV are aware of these reporting procedures and that phone or pager numbers for contact with senior regional staff are provided to all facilities and services.

CENTRAL AFTER HOURS CONTACT NUMBER.

Where all attempts at contact fail, a message should be recorded on (03) 412 6890.



(Dr) JOHN PATERSON
DIRECTOR-GENERAL