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Community Services Victoria

DEPARTMENTAL INSTRUCTION

TITLE REPORTING OF INCIDENTS IN CSV

CONTACT GENERAL MANAGERS

REPORTING OF INCIDENTS INVOLVING CSV

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Community Services Victoria
Outer Eastern Districts

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 in a succinct and timely manner.

THESE GUIDELINES APPLY TO ALL FUNCTIONAL AREAS OF THE DEPARTMENT AND NOT JUST REGIONS, 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 are defined as any sudden, widespread, grave or violent occurrences which have very serious consequences for clients, the community or CSV staff

Category 1 incidents include those which:

- result in death by non-natural causes or serious injury to clients, staff or persons supervised by CSV;
- place the community at risk, eg break-outs from YTC's, failure to return from leave of a client convicted of a serious offence;
- serious offence by a CSV client; a major incident within a work unit or a facility; a serious threat to CSV staff and/or facilities;

- 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 be of significant interest to the media

2. Category 2 Incidents

Category 2 incidents are defined as those which for the time being threaten a client/clients or staff in an acute but non-lethal way, which pose no significant danger to the general public, but which have important implications for management of the individual case or for CSV management generally

Category 2 incidents include those which:

- affect an individual's care, safety and well being;
- relate to individual unauthorised absenteeism from a reception centre, youth training centre or an IDS residential facility.
- involve serious behaviour disturbances on the part of CSV clients;
- have the potential to escalate to category 1 incident.

3. Category 3 Incidents

Category 3 incidents are defined as abnormal or uncharacteristic incidents which interrupt normal work and routine but the significance of which does not extend beyond the work unit or facility.

Category 3 incidents are those which:

- must be recorded within the work unit or facility relating to CSV clients, the staff of facilities or community issues;
- can be dealt with adequately by the facility or work unit
- will clearly not have further implications for the Department, Region or community: if in doubt regard as Category 2 incident.

REPORTING PROCEDURES

Category 1 Incidents

Each category 1 incident MUST be reported immediately to the General Manager, with management responsibility for the staff reporting the incident, in the following way:

- i. Any staff involved in or with such an incident MUST ensure that it is reported immediately to the Facility Manager, or Officer-in-Charge.
- ii. The Facility Manager, or Officer-in-Charge MUST report the incident to the Regional Director or Branch Director, who will ensure that an "Incident Report Form" (attachment 1) is immediately forwarded to the appropriate General Manager. An Incident Report Form must be received by General Manager on the next working day after the incident
- iii. Category 1 Incident Reports should be supported by a Ministerial Briefing which should be forwarded as soon as possible.
- iv. Copies of the Incident Report and the Ministerial Briefing will be sent by the General Manager to:
 - a) The Minister
 - b) The Director-General
- v. To expedite reporting, all incidents should initially be reported to the General Manager by telephone.
- vi. The Incident Report Form should present factual information which can provide a basis for a media briefing if this seems likely to be required. The relevant Regional Director or Branch Director and General Manager will liaise as necessary with the Director, Office of the Director-General on preparing any response to the media. The General Manager will arrange for media advice if required.
- vii. The Regional Director or Branch Director should implement a local management plan to ensure the allocation of necessary support tasks to appropriate staff; the information provision to staff, parents and care givers; the provision of staff support and relief;

the organisation of debriefing and a planned review process. A framework for such a management plan will be forwarded to Regions by the Practice Quality Branch.

- viii. In situations of after-hours reporting, the Facility Manager or Officer-in-Charge should contact the Regional Director. The Regional Director should contact the General Manager at home by telephone as soon as possible. The General Manager will contact the Minister and/or Director General as appropriate. An Incident Report Form is still required to be submitted by the next day.
- ix. In all cases of Youth Training Centre abscondings, the Youth Support Branch must be contacted as soon as possible on (03) 653-6343, or by using the After Hours Incident Message Recorder (Telephone Number (03) 653-6345). The Incident Report Form is also required to be completed.
- x. In the event of a death by non-natural causes, Regional Directors or Branch Directors should arrange an immediate consideration of possible practice implications (in conjunction with the Practice Quality Branch) around the death. This 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, together with consideration of the need for debriefing of the staff. A copy of the Incident Report Form should also be sent to the Practice Quality Branch to assist in determining whether a formal inquiry will be instituted.

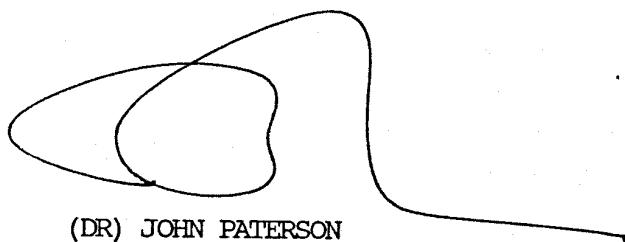
2. Category 2 Incidents

- . 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 (Attachment 2) and refer it to the Regional Director or Branch Director as soon as possible.

- . The Regional Director should forward a copy of the Form to the General Manager with an outline of the action(s) taken or proposals in response to the incident.
- . In the case of Youth Training abscondings, the procedure set out in viii (Category 1 incidents) should be followed.

3. Category 3 Incidents

- . For Category 3 incidents, an Incident Report Form (Attachment 3) 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.

A handwritten signature in black ink, consisting of a large, stylized loop followed by a vertical line that curves to the right and then down.

(DR) JOHN PATERSON
DIRECTOR-GENERAL