

INCIDENT CLASSIFICATION AND REPORTING PROCEDURECATEGORY "A" INCIDENTS

A CATEGORY "A" INCIDENT IS ONE WHICH -

- . Places the community at risk, i.e. large-scale escapes/abscondings or a major fire within the facility OR
- . Results in death or serious injury to staff or persons supervised by D.C.W.S. OR
- . Has safety/security implications which place staff, residents or the facility at serious risk OR
- . Could result in serious charges being laid against a D.C.W.S. staff member OR
- . May, in the opinion of the O.I.C. result in press or other media coverage.

ALL SUCH INCIDENTS ARE TO BE REPORTED ACCORDING TO THE FOLLOWING PROCEDURE:

1. An incident report form is to be completed as soon as possible after the incident (and not later than completion of his/her duty) by the supervising officer who was at the scene, or who was in charge of the place where the incident happened. The reports flowing from the incident are to be based on that form.

2. Each Category "A" incident is to be reported to the Minister through the following process.

Any staff involved in such an incident should immediately ensure that it is reported to their Facility or Regional Manager. The Facility or Regional Manager reports to their appropriate Director. The Director is responsible for informing the Minister.

If the appropriate Director is unavailable the Facility or Regional Manager should contact another Director who would inform the Minister.

If no Director is available the incident should be reported to the Assistant Director General (Family and Community Services) or the Director-General.

As a matter of practice the Director informing the Minister would normally, have given consideration of the incident, notify the Assistant Director General or Director General. ]

*if of serious nature*

3. OUTSIDE BUSINESS HOURS ONLY.

The following variations will apply :-

The reporting upwards is to be done using the home telephone numbers of the senior managers and the Minister.

The incident is to be recorded on the After Hours Incident Message Recorder at the office of the Director of Institutional Services by telephoning 6536 226. Details are to be dictated to the machine in the sequence shown on the incident report form (Dictation should take a maximum of 3 minutes).

Messages about Category "A" incidents which are received on the After Hours Incident Message Recorder will be typed next working day and, after the relevant Director has indicated any action already undertaken and any further recommendations:

Separate copies forwarded to :-

- . Director-General,
- . Assistant Director-General,
- . Minister's Press Secretary,
- . Facility/Regional Manager,
- . Records Centre (for attachment to the individual or facility files).

4. The Superintendent/Manager will forward to the relevant Director WITHIN 24 HOURS a copy of the supervising officer's incident report form, with appropriate comments and with sufficient additional information to give the Director a clear picture of :-

- . The case plan for current placement,
- . What was the previous situation,
- . Events which led up to the current situation,
- . The circumstances surrounding the event,
- . The predictability of the event,
- . Responses to the event.

5. In those circumstances where an incident requires ongoing and immediate management responses the involved Director will be responsible for co-ordinating senior management initiatives and directives to the Facility/Regional Manager. The involved Director will remain the contact point for the Facility/Regional Manager to report any further developments.