

# Corporate and Executive Services

## POLICY

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**Title:** Critical Incident Reporting Policy

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### Policy Statement

Critical incidents involving people subject to interventions by the Department of Communities, Child Safety and Disability Services; departmental staff; carers; departmentally funded or licensed services; must be reported to the appropriate management level to ensure effective operational responsiveness.

### Principles

The timely and comprehensive alerting of critical incidents results in:

- immediate appropriate advice and management of a critical incident including providing staff and client supports;
- effective provision of incident information, data requests and briefings;
- informed, accurate and timely responses to executive and media enquiries.

### Objective

This policy aims to ensure that incidents of a critical or sensitive nature involving departmental staff, clients and services are alerted to the correct management level so they are dealt with quickly and appropriately.

### Scope

This policy applies where departmental staff members become aware of an incident as listed in the attachment to the Critical Incident Reporting Procedure entitled 'Critical Incident Types'.

### Responsiveness

Level 1 Critical Incident:

- immediate verbal advice to the Regional Director (or similar level officer);  
AND
- completion of a Critical Incident report within four business hours.

Level 2 Critical Incident:

- immediate verbal advice to the Manager (or similar level officer);  
AND
- completion of a Critical Incident report by 5pm the next business day.

## Roles and Responsibilities

### Managers:

- be advised verbally of all Level 2 Critical Incidents relating to their jurisdiction;
- provide advice and guidance to staff about submitting Critical Incident reports and the level of report required;
- advise the Regional Director of all Level 1 Critical Incident reports immediately;
- ensure that follow-up actions and activities are completed as required.

### Regional Directors:

- be advised verbally and receive Critical Incident reports for all Level 1 Critical Incidents in their region and/or business stream;
- advise their Regional Executive Director of all Level 1 Critical Incidents in their region as soon as is practicable;
- if the incident is 'death-in-care', ensure the agency has reported the incident immediately to a police officer or coroner. See Critical Incident Reporting Procedure (Section 5) and Section 7(3)(c) of the *Coroners Act 2003*;
- Where required, provide direction for any follow-up actions and ensure that any follow-up actions are completed as required.

### Regional Executive Directors:

- be advised verbally and receive Critical Incident reports for all Level 1 Critical Incidents in their region;
- where appropriate, provide advice to the Office of the Director-General for Level 1 Critical Incidents as soon as practicable;
- where required, provide direction for any follow up actions.

### Governance, Corporate and Executive Services:

- provide advice to departmental staff in relation to policy application and required actions;
- initiate a quality assurance process to ensure Critical Incident reports and categories have been completed correctly;
- initiate the appropriate closure of reports and follow up any required actions and activities;
- monitor and action access requests and ensure requirements are reviewed periodically;
- provide statistics and reports as required;
- monitor Critical Incident reports and forward advice to other areas of the department for Public Interest Disclosures.

**All Departmental officers:**

- advise the appropriate person of the incident and their intention to submit a Critical Incident report;
- complete the Critical Incident report using the online form;
- staff who do not have access to a computer should verbally notify their manager of the incident and fax/email the details to the regional office/service centre, for regional staff to submit the Critical Incident report within applicable timeframes;
- undertake follow-up actions as requested or required.

**Authority:**

*Child Protection Act 1999*  
*Disability Services Act 2006*  
*Coroners Act 2003*  
*Coroners Regulation 2003*

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**Records File No.:****Date of approval:** 1 June 2016**Date of operation:****Date to be reviewed:**

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**Office:** Governance, Governance and Complaints, Corporate and Executive Services**Help Contact:** Manager - Governance  
Phone: 3006 2494**Links:***Critical Incident Reporting Procedure*

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Michael Hogan  
**Director-General**

### Critical Incident Types

<b>LEVEL 1 Immediate verbal notification to the Regional Director followed by critical incident report form submitted within four business hours of the staff member becoming aware of the incident</b>	
1.1 Death of a person	<ul style="list-style-type: none"> <li>• who was a child or young person known to Child Safety in the previous 12 months; or</li> <li>• with a disability which is defined as a 'death in care' under the <i>Coroners Act 2003</i>; or</li> <li>• where another client, foster or kinship carer or staff member is allegedly involved in the death; or</li> <li>• while attending or using department provided or funded services, facilities or activities</li> </ul>
1.2 Life threatening injury to a person	<ul style="list-style-type: none"> <li>• where another client, foster or kinship carer or staff member is allegedly involved in the injury; or</li> <li>• while attending or using departmental provided or funded services, facilities or activities</li> </ul>
1.3 Serious injury to a child that results in hospitalisation	<ul style="list-style-type: none"> <li>• when a child or young person, currently known to Child Safety or known to Child Safety in the previous 12 months, is believed to have an injury that meets the definition of a serious physical injury under the <i>Child Protection Act 1999</i></li> </ul>
1.4 Abduction	<ul style="list-style-type: none"> <li>• abduction of a child or young person subject to departmental intervention from their carer/service provider</li> </ul>
1.5 Major security incident	<ul style="list-style-type: none"> <li>• a major security incident involving an emergency response to a hostage situation, fire, power failure, bomb threat or discovery of a bomb</li> </ul>
1.6 Alleged rape, sexual assault or serious assault of a child under 14 years	<ul style="list-style-type: none"> <li>• with a disability while attending or using departmentally provided or funded services, facilities or activities; or</li> <li>• of or by a child or young person subject to departmental intervention; or</li> <li>• while attending or using department provided or funded services, facilities or activities</li> </ul>

<b>LEVEL 2 Immediate verbal notification to the manager followed by a critical incident report form submitted by 5pm next business day of the staff member becoming aware of the incident</b>	
2.1 Serious injury to a person that results in hospitalisation	<ul style="list-style-type: none"> <li>• where another client, foster or kinship carer or staff is allegedly involved in the injury; or</li> <li>• while attending or using department provided or funded services, facilities or activities</li> </ul>
2.2 Alleged rape, sexual assault or serious assault	<ul style="list-style-type: none"> <li>• of a person with a disability while attending or using department provided or funded services, facilities or activities; or</li> <li>• of or by a child or young person subject to departmental intervention; or</li> <li>• of or by a person while attending or using department provided or funded services, facilities or activities; or</li> <li>• of a departmental staff member whilst performing their duties</li> </ul>
2.3 Attempted suicide	<ul style="list-style-type: none"> <li>• of a person in a departmental facility; or</li> <li>• of a person who is a client of accommodation support provided or funded by the department; or</li> <li>• of a child or young person in care</li> </ul>
2.4 Missing Child	<ul style="list-style-type: none"> <li>• any child whose location is unknown and there are fears for the safety or concern for the welfare of that child</li> </ul>
2.5 Missing person	<ul style="list-style-type: none"> <li>• clients who are missing from their place of residence where there are serious concerns for their safety or wellbeing due to their vulnerability</li> </ul>
2.6 Alleged abuse, neglect or exploitation of a person with a disability	<ul style="list-style-type: none"> <li>• where another client, staff member or direct carer is allegedly involved; or</li> <li>• who is a client of accommodation support provided by the department</li> </ul>