

Incident type categorisation table 2011

Updated December 2012

Most circumstances described in incident reports are alleged and yet to be proven.

The classifying of incidents must follow the *Critical client incident management instruction* as a minimum requirement. It is not possible to stipulate every possible incident. Professional judgement by senior staff is required.

indicates category not available for selection.

Incident type	Category One Must be reported at the latest within one working day	Category Two Must be reported at the latest within two working days	Considerations
	A Category One incident is an incident that has resulted in a serious outcome, such as a client death or severe trauma.	A Category Two incident involves events that threaten clients or staff health, safety or wellbeing.	Considerations are aspects or issues that inform categorising an incident.
Absent/missing persons Where a client is absent and where there are concerns for their safety and welfare, or that of others.	Client's whereabouts is unknown and there is grave concern for their or other's safety and welfare. Abduction/kidnapping of client.	Client's whereabouts is unknown and there is concern for their or other's safety and welfare	Understanding of client and behaviour support plan including age, risk-taking behaviours, individual capacity, communication skills, associates and previous history of client missing or absconding. Missing persons report or warrant. Current drug and mental health status of client. Risk to community and vulnerability of the client. Road safety skills. Degree of contact with client while absent.

Behaviour

Conduct or treatment of others that is, or has the potential to be, a threat to the health, safety and wellbeing of self or others.

<p>Dangerous <i>Client actions that lead to or place self or others at risk of harm.</i></p>	<p>Conduct that is or poses a serious threat to life of self or others. Dangerous behaviour resulting in intervention from police/ambulance/fire services (for example, train surfing, joy riding, arson, theft with a weapon).</p>	<p>Agitated behaviours that result or pose a threat to self or others such as throwing items, banging or kicking windows/doors with injury/property damage, placing self at risk on road, playing with matches/lighters. Minor theft/robbery by a client.</p>	<p>Understanding of client. Client's pattern of behaviour and behaviour support plan and strategies. Recent medication changes. Wellbeing of client.</p>
<p>Disruptive <i>Client actions that cause disorder, are intrusive and/or offensive to others.</i></p>	<p>Consider incident type 'Behaviour-dangerous'.</p>	<p>Behaviour that interferes with the delivery of service and intervention is not outlined in a documented support plan. Behaviour(s) of such intensity, frequency or duration that the physical safety of the person or others is placed at threat.</p>	<p>Understanding of client including client's pattern of behaviour and behaviour support plan and strategies. Recent medication changes. Wellbeing of client.</p>
<p>Sexual <i>Client sexually oriented actions in inappropriate circumstances.</i></p>	<p>Behaviour of a sexual nature by a client that places client's safety and wellbeing at risk.</p>	<p>Sexual actions (including sexual play) of concern by a client and/or there is a power imbalance. Chronic preoccupation with sexually aggressive pornography.</p>	<p>Age, individual capacity and history of the client. Pregnancy or impregnation of a client under the age of 16 years whilst in care (including out of home care) or in custody of secretary. Age of consent. Consider incident type 'sexual assault' if the incident involves criminal behaviour.</p>
<p>Sexual exploitation <i>Involves sex work of a client under the age of 18 years.</i></p>	<p>Sex work by a client under the age of 18 years.</p>	<p>Consider incident type 'Behaviour-sexual'.</p>	<p>Age of client. Also consider incident type 'Sexual assault' or 'Behaviour-sexual'.</p>

Breach of privacy confidentiality matters

Involves the inappropriate disclosure of confidential client information.

Loss of or unauthorised disclosure of client information.

Private client documents not stored according to privacy requirements.

Consider incident type 'Poor quality of care'.

Loss or unauthorised disclosure of papers/files/USBs containing client information.

Unauthorised disclosure of client information by staff on social media.

Community concern

Involves incidents that involve or impact upon clients which cause community concern.

Service related matters involving or impacting upon a client that have the potential for or result in public (media) or community comment.

Neighbourhood or localised incidents as the result of a client's actions and/ or illegal activities in departmental or community service organisation facilities.

Extent to which the incident may lead to public or community comment and exposure for the organisation.

Death

Involves the death of a client during service delivery.

All deaths of a client in unusual or unexpected circumstances including but not limited to murder, overdose or suicide.

All Children Youth and Families client deaths (excluding family members).

Death of a parent, guardian or carer in unusual or unexpected circumstances that places clients under 18 years at risk.

Death of a client who was living in disability residential accommodation which was a consequence of the progression of a diagnosed condition or illness.

Drug/alcohol

Involves the use or misuse of drugs and/or alcohol and/or other substances.

Possible overdose that results in loss of consciousness.

Use that results in the client being admitted to hospital as an 'in-patient'.

Use that is life-threatening.

Use for which the client attends and/ or receives treatment by a medical practitioner or presentation at a hospital emergency department.

Use by a client under 18 years in care where the client's functioning is impaired.

Understanding of client including client's pattern of use and behaviour management plan.

Age of client.

Behaviour of client.

Supervised treatment order for disability clients.

Escape

Involves successful or attempted breaking out or fleeing from within defined boundaries or failure to return to custody.

<p>From a centre <i>Involves successful or attempted breaking out or fleeing from within defined boundaries.</i></p>	<p>Successful breaking out or fleeing from within defined boundaries of a youth justice custodial centre, secure welfare, DFATS or compulsory treatment order.</p>	<p>Attempt to break out or flee from within the defined boundaries of a youth justice custodial centre, secure welfare, or DFATS.</p>	<p>Compulsory treatment order under the <i>Disability Act 2006</i> who have left their residential premises without authorisation.</p>
<p>From temporary leave <i>Involves the failure by client to return from leave.</i></p>	<p>Client on unescorted temporary leave fails to return to custody by the expiry of their leave pass, requiring a police report. Client on escorted leave flees from the custody of escorting staff. Client is subject to a compulsory treatment order, community treatment order, supervision order/ extended supervision order, non-custodial or custodial supervision order.</p>	<p>A client on unescorted temporary leave fails to return to custody by the expiry of their leave pass however there are extenuating circumstances/valid reasons.</p>	<p>Temporary leave involves youth justice clients failing to return from an unescorted leave or fleeing from escorting staff during an escorted leave. Compulsory treatment order under <i>Disability Act 2006</i> who have failed to return from or comply with their authorised leave conditions.</p>

Illness

Involves an unforeseen illness that is not described in the client's documented care plan.

<p>Illness that has come on suddenly and results in unplanned hospitalisation as an 'inpatient'.</p>	<p>An illness that has come on suddenly and the client attends and/or receives treatment by a medical practitioner but is not admitted to hospital as an 'inpatient'.</p>	<p>Severity of illness. Client's health care plan.</p>
--	---	--

Injury

Involves actions or behaviours that cause harm that requires medical attention.

<p>Effective August 2012</p>	<p>An injury for which a person:</p> <ul style="list-style-type: none"> • is admitted to hospital as an 'in-patient' and/or any of the following injuries: <ul style="list-style-type: none"> - fractures - concussion - burns - severe cuts and/or • a pattern of unexplained and/or concerning injuries. 	<p>An injury for which a person attends and/or receives treatment by a medical practitioner or presentation at a hospital emergency department. Unexplained or concerning injuries (for example bruises and/or cuts).</p>	<p>Impact on client and daily activities. Age of client. Consider 'Physical assault' if the injury is the result of an assault.</p>
------------------------------	---	---	---

Medical condition Known – deterioration

Involves the unanticipated/disproportionate deterioration of a known medical condition.

Unanticipated deterioration of a known medical condition that is life threatening and/or the client is admitted to hospital as an inpatient.

Unanticipated deterioration of a known medical condition where the client attends or receives treatment by a medical practitioner or presentation at a hospital emergency department.

Impact on client and daily activities.
Age, individual capacity and history of client.
Nature/type of medical condition.

Medication error

Involves an error in the administration of medication.

Incorrect
Involves the administration of incorrect medication.

Missed
Involves missed administration of medication.

Restraint PRN misuse
Involves the incorrect or unauthorised administration of PRN restraint medication.

Refused by client
Involves the client refusing medication.

Pharmacy
Involves an error in the dispensing of medication.

Other
Involves all other errors not listed above.

Any error that results in significant or major life impact and/or the client is admitted to hospital as an 'inpatient'.

Unauthorised administration of PRN restraint medication.

Any error that may result in a less significant or major life impact based on advice from a doctor, pharmacist or poisons information centre and/or the client attends and/or receives treatment by a medical practitioner or presentation at a hospital emergency department.

Medication errors that do not meet the requirement of Category One or Two and are to be managed in line with the relevant program specific guidelines.

Physical assault

Actions, or attempted actions, that involve the use of physical force against a person that result in, or had the potential to cause harm.

All assaults of or by a client that led to serious injury and hospitalisation as an 'inpatient'.
Assaults involving a weapon regardless of injury.
All assaults or alleged assaults of a client by a staff member or volunteer carer regardless of injury.

Assault of or by a client that:

- results in medical attention being sought or required for the victim, and/or
- presentation at a hospital emergency department, and/or
- threatens health, safety or wellbeing.

Threatened assault of or by a client that has potential to cause harm.

Medical attention means attendance and/or treatment by a medical practitioner.
Client safety and wellbeing.
History and capacity of client.
Police involvement.
Note: All staff/carer to client assaults must be reported as a Category One incident.

Poor quality of care

Involves inappropriate behaviour or inadequate care by caregivers or staff.

Failure to care adequately for a client to the extent that the health, wellbeing and development of the client is significantly impaired or at risk.

Inappropriate behaviour or inadequate care by caregivers (including members of a carers' household) or staff.
Inappropriate behaviour by a carer or staff in response to disruptive or dangerous behaviour of a client.

Support and supervision.
Program standards for service delivery.

Possession

Involves the possession of illegal or unauthorised goods.

Client found with illegal arms, explosives/dangerous goods.
Item found within a custodial centre that has the potential to place the security of the centre at risk, for example a gun or knife.

Client found with other illegal or unauthorised goods/drugs.

Quantity and location.
Intent and risk to others.
Criminal charges.

Property damage/disruption

Involves damage or disruption to premises that involves or impacts upon clients.

Damage or disruption to departmental or community service organisation property that significantly impacts on clients such as fire that results in severe service disruption.

Damage or disruption to a department or community service organisation property that impacts on clients including minor fire damage.

Vehicle damage as the result of an accident which occurred while transporting clients.
Theft/robbery of a client's assets (including property/money) in department or community service organisation managed property by a person unknown.

Consider 'Behaviour – dangerous' if the property damage was perpetrated by a client.

Housing and Community Building - fires that only cause property damage to be reported to Housing and Community Building Emergency Branch

Self harm

Involves actions that intentionally cause harm or injury to self.

Actions/behaviour with the intention to take one's life that requires urgent action such as assessment, medical treatment, mental health treatment and/ or hospitalisation.

Actions/behaviours by a client that intentionally cause harm or injury to self that requires medical attention and/or presentation at a hospital emergency department.

Age and history of client. Client health care plan.

Suicide attempted

Involves actions that intentionally cause harm with the intention to end one's life

Actions/behaviour with the intention to take one's life that requires urgent action such as assessment, medical treatment, mental health treatment and/ or hospitalisation.

Actions/behaviour with the intention to take one's life that requires medical attention and/or presentation at a hospital emergency department.
Words/gestures that threaten suicide with capacity to implement or carry out the threat.

Age and history of client. Client health care plan.

Note: Client deaths resulting from suicide are reported under the incident type 'Death'.

Sexual assault

Involves actions or attempted actions of a sexual nature that have caused or have the realistic potential to cause serious harm.

<p>Rape <i>Penetration or attempted penetration (anal, oral, vaginal) through the use of physical force, intimidation and/or coercion without that person's consent.</i></p>	<p>Alleged rape (penetration or attempted penetration) of or by a client. Exchanging sex with predatory adults for money, goods, substance or favours.</p>	<p>Consider incident type 'Sexual assault – indecent' or 'Behaviour – sexual'.</p>	<p>History and capacity of client. Balance of power or position between alleged perpetrator and victim. Potential for exploitation.</p> <p>Pornography includes materials that depict erotic behaviour and are intended to cause sexual excitement irrespective of format or media.</p> <p>Note: All staff/carer to client sexual assaults must be reported as a Category One incident.</p>
<p>Indecent <i>Unwanted sexual actions which are forced upon a person against their will, through the use of physical force, intimidation and/or coercion without that person's consent.</i></p>	<p>Any indecent act in front of or by a client that is reportable to the police. Exchanging sexual acts with predatory adults for money, goods, substance or favours. Production/possession of child pornography.</p>	<p>Public display of verbal and/or physical of sexualised behaviour by clients that may be of concern to others.</p>	