POLICY

Title: Critical Incident Reporting

Policy Statement

Critical incidents involving children and young people subject to intervention by the Department of Child Safety, Youth and Women; 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 supports the:

- 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 become aware of an incident as listed in the attachment to the Critical Incident Reporting Procedure entitled 'Critical Incident Types'.

Youth detention centre critical incidents are also governed by a separate policy and procedure (YD-3-3 critical incident reporting) and are outside the scope of this particular policy and procedure.

Responsiveness

Level 1 Critical Incidents:

- Immediate verbal advice to the Regional Director or Director (or similar level officer)

  AND

- Completion of a critical incident report within **four business hours** of the department being aware of or notified of the incident

Level 2 Critical Incidents:

- Immediate verbal advice to the Manager (or similar level officer)

  AND

- Completion of a critical incident report **by 5pm the next business day** of the department being aware of or notified of the incident

Roles and Responsibilities

All Departmental Officers

- Advise the appropriate person of the incident and the intention to submit a critical incident report.
- Complete the critical incident report using the online critical incident reporting management system (CIRMS) or manual form.
- Staff who do not have access to a computer should verbally notify their manager of incident and email the details to the regional office for regional staff to submit the critical incident report within timeframe applicable.
- Undertake follow up actions as requested or required.

Managers

- Receive critical incident alerts relating to their area of responsibility
- Provide advice and guidance to staff about submitting critical incident reports and the level of report required.
- Immediately advise the Regional Director or Director of all Level 1 critical incidents.
- Be advised verbally of all Level 2 critical incidents relating to their area of responsibility.
- Ensure follow up actions and activities are completed as required.
- Ensure information is disseminated to all staff where amendments to the critical incident policy, procedures and system are released.

Regional Directors or Directors

- Receive critical incident alerts for all regions.
- Be advised verbally and receive critical incident reports for all Level 1 critical incidents in their region and/or business stream.
- Advise Regional Executive Director of all Level 1 critical incidents as soon as is practicable.
- If the incident is a '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*.

- Ensure processes are in place for continual improvement and feedback to support staff involved in critical incident reporting
- Undertake the role and responsibilities as the Duty Executive Officer as per the Duty Executive Officer procedure and roster.
- Where required, provide direction for any follow up actions and ensure any follow up actions are completed as required.

Regional Executive Directors

- Receive critical incident alerts for all regions.
- Be advised verbally and receive critical incident reports for all Level 1 critical incidents in the region.
- Where appropriate, provide advice to relevant Office of the Deputy Director-General for Level 1 critical incidents as soon as practicable.
- Where required, provide direction for any follow up actions.

After Hours Service Centre

- Receive critical incident alerts for all regions
- Undertake required actions as per the critical incident policy for level 1 critical incident alerts after business hours, on weekends and on public holidays

Office of the Deputy Director-General

- Receive critical incident alerts for all regions
- 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.
- Monitor critical incident reports and forward advice to other areas of the department for Public Interest Disclosures.

Office of the Director-General

- Receive critical incident alerts for all regions
- Initiate any follow up actions and activities as necessary
- Brief Minister's Office where required

Information Services

- Monitor and action access requests to the critical incident reporting management system

Authority:

Child Protection Act 1999

Youth Justice Act 1992

Youth Justice Regulation 2016

Youth Justice (Transitional) Regulation 2018

Coroners Act 2003

Coroners Regulation 2003

Records File No.:

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Date to be reviewed: October 2019

Office: Office of the Deputy Director-General, Service Delivery (Child and Family)

Help Contacts: Kobie Turner, Manager

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Additional information:

Critical Incident Reporting Procedure

Critical Incident Reporting Flowchart

Critical Incident Reporting Management System User Guidelines

Critical Incident Reporting Management System Quality Assurance Coordinator Guidelines

Critical Incident Reporting Manual Form

Duty Executive Officer Procedures for After Hours, Weekends and Public Holidays

Youth Detention Operational Policy YD-3-3 Critical Incident Reporting

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Michael Hogan

Director-General