

Incident Reporting Procedure

1. Purpose

Inala Community House (ICH) Out of Home Care (OHC) works towards establishing a safe environment and takes appropriate action in response to incidents which affect, or have the potential to affect, the health, safety or wellbeing of children, young people, foster and kinship carers and workers or other persons.

This procedure provides detailed guidance about how to report an incident in accordance/conjunction with the ICH Out of Home Care (OHC) Incident Reporting and Management Policy.

2. Scope

This policy applies to all persons involved with the Out of Home Care Service, including but not limited to children, young people, foster and kinship carers, workers and external contractors. For the purpose of this procedure these people shall be referred to as workers.

3. Definitions

Department refers to the government Department responsible for Child Safety.

Critical or reportable incident refers to an incident that meets the description of a Category 1 or Category 2 Critical Incident, as per the policy.

Incident refers to an event that causes, or could have caused, damage to property, illness, injury, or death. An incident can occur whether or not there is an injury.

4. Procedure

4.1 Critical Incident Reporting

1.	<p>For category 1 critical incidents, the OHC Worker must immediately make a verbal report to the OHC Manager and Department (CSSC/After Hours).</p> <p>The Manager will immediately report the death of a person and/or abduction of a child or young person placed in out-of-home care to the Chief Executive Officer during business hours. If the information is received After Hours inform the Chief Executive Officer immediately only if further action is required.</p> <p>The Manager will immediately report any major security incident to the Chief Executive Officer.</p> <p>The Chief Executive Officer will report incidents externally if required to the Queensland Police and/or Coroner (in the case of a reportable death).</p>
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	For category 2 critical incidents, the OHC worker must verbally notify the OHC Manager & Department as soon as possible within the business day, or next business day if outside normal business hours.
2.	<p>The OHC Worker must complete a Critical Incident Reporting Form when an incident is identified as either a Category 1 or Category 2 Critical Incident.</p> <p>Note reporting timeframes:</p> <ul style="list-style-type: none"> For category 1 critical incidents, a completed critical incident report form needs to be submitted to the Department within 4 hours of becoming aware of the incident if the information is received during the business day. If information is received after hours a critical incident report form is to be completed within 4 hours of the commencement of the next business day. For category 2 critical incidents, a critical incident report form is to be submitted to the Department by 5.00 pm the following business day.
3.	The OHC Worker must email the form to the OHC Manager, who is accountable for reviewing the Form and providing a signed copy back to the OHC Worker.
4.	<p>The OHC Worker must email the signed form to the following stakeholders, ensuring that a 'read receipt' is activated:</p> <ul style="list-style-type: none"> The Child's Child Safety Officer (CSO) and Senior Team Leader at the Department The ICH OHC Manager, CEO and Nominee The Department's generic inbox for all critical incidents: MR.PSS.IncidentReports.BNEDistrict@cyjma.qld.gov.au
5.	The OHC Worker must record details of the critical incident on the OHC Incident Register, including all read receipts.
6.	<p>The OHC Worker must attach the Critical Incident Reporting Form to the child and primary carer's files on SRS using the naming convention:</p> <p style="text-align: center;">YYYY_MM_DD_IR_Child name_Carer surname</p>
7.	The OHC Manager reports to the Board on themes and trends arising from critical incidents, and actions to address these.

4.2 Non-Critical Incident Reporting

1.	The OHC Worker must advise the OHC Manager of non-critical incidents as soon as practicable.
2.	The OHC Worker must email the child's Child Safety Officer (CSO) within one business day of information being received.
3.	The OHC Worker must document the incident in the relevant case notes.

5. Review

This procedure shall be reviewed in conjunction with the policy.

6. Related Documents

Policies

ICH OHC Incident Reporting & Management Policy
ICH OHC Philosophy of Care
ICH OHC Pre-Placement Policy
ICH OHC Supporting Placement Policy
ICH OHC Identifying and Reporting Harm (Standards of Care) Policy
ICH OHC Managing High Risk Behaviour Policy
ICH OHC Positive Behaviour Support Policy
ICH OHC Supporting Placement Policy
ICH OHC Carer Renewal Policy
ICH Privacy Policy
ICH Human Rights Policy
ICH Feedback and Complaints Policy
ICH Confidentiality Policy

Other Documents

Incident Report Form
ICH OHC Caseworker Guide
ICH OHC Continuous Improvement Plan
ICH OHC Incident Register

Procedures

Reporting Missing Children Procedure

References

Child Protection Act 1999
Child Protection Regulations 2011
Human Rights Act 2019
Critical Incident Reporting Policy (Department of Child, Youth Justice and Multicultural Affairs)
Reporting missing children: Guidelines for approved carers and care services.