

# Child Safety POLICY

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**Title:** Critical Incident Reporting

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## **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

## **Objectives:**

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'.

Critical incidents involving Supervised Community Accommodation (SCA) services are governed by a separate procedure contained in the SCA Operation Manual and are outside the scope of this policy and procedure.

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 Office of the Deputy Director-General, Service Delivery 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, Service Delivery**

- 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.
- Provide statistics and reports as required.
- 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 if 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*

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**Office:** Office of the Deputy Director-General, Service Delivery

**Help Contact:** Alex Robynson, Director Kobie Turner, Manager

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**Links:**

*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*

*Supervised Community Accommodation (SCA) Operation Manual*

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

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Director-General