

# Kyeema Incident Reporting Chart for Managers/Team Leaders

All incidents are to be reported to **Manager/Team Leader or Emergency On Call** and documented on the **Incident Report Register**

	Participant Incidents					Participants and Worker Incidents			Worker Incidents	
Categories	The first steps for all incidents	NDIS Commission For NDIS participants	Transport Accident Commission (TAC)	Dept. of Families, Fairness and Housing (DFFH) CIMS For non-NDIS participant/state-funded client	DFFH Child Protection Child Safety Reporting (0-17 yrs) Call 000 if child is in immediate danger	Office of the Australian Information Commissioner (OAIC) Notifiable Data Breaches (confidentiality and privacy breaches)	Occupational Health & Safety (OH&S)	Bus Safety  Transport Safety Victoria (TSV) Hot Line 1800 301 151	Commission for Children and Young People (CCYP) Child Safety allegations against workers (18 yrs or older)	WorkSafe Reportable Incidents (workers/supported employees involved in a reportable workplace incident)
Relevant forms	CCF-65 Participant Incident Report Form for Support Workers	CCF-05 Investigations Checklist NDIS Commission Portal online	Serious Incident Form online within 24 hrs	CCF-05 Investigations Checklist CIMS online	CCF-20 CCF-05 CCF-38	Office of the Australian Information Commissioner (OAIC) online	Injury Book SF-48 (workers) SF-10, SF-71 SF-11 poster	TSV Notification of Bus Incident form: <a href="https://transport safefty.vic.gov.au">https://transport safefty.vic.gov.au</a>	CCYP online CCF-05	Injury Book SF-48 report form WorkSafe online
Manager/ team leader report to	Report to family (if relevant) Incident Report Register Add to Carelink notes Police (if relevant) Relevant authority	NDIS Commission incident report online within 24 hours  CCF-05 Investigations Checklist CCF-10 Restrictive Practices Register	Report online <a href="http://www.tac.gov.au/serious-incident-form">www.tac.gov.au/serious-incident-form</a>	DFFH CIMS client incident report online within 3 business days Kyeema Incident Report Database & Client file Investigations Checklist CCF-05	Police Child Protection ph. 1800 075 599  NDIS Commission	Notify affected individuals  Report online OAIC  NDIS Commission	NDIS Commission and/or other relevant authority	Cat 1: contact the TSV Hot Line 1800 301 151 Cat 1 & 2: TSV Incident form within 72 hrs Cat 3: TSV online within 5 bus days	Police CCYP Reportable Conduct Scheme Notification online within 3 days NDIS Commission	Immediately notify WorkSafe on 132 360 Report online WorkSafe Incident notification form within 48 hours
Reference documents	CCF-24 re abuse CCF-38 child safety CCF-30 for support workers	CCF-29 NDIS flowchart KEF-46 Allegations flowchart Investigations Checklist (for Allegations of Abuse) Procedure	Serious Incident Reporting Guidelines TAC online	Investigations Checklist (for Allegations of Abuse) Procedure KEF-46 Allegations flowchart Incident reporting policy and procedure	CCF-38 Flowchart: Child Safe Policy CCF-24 Indicators of abuse etc	Breach of Confidentiality or Privacy Procedure	SF-06 flowchart SF-05 Workplace Inspection Checklist	Incident Reporting P&P Transport Safety Victoria	What is Reportable Conduct CCYP online	Worker Injury Reporting & Notifiable Incidents Procedure
Definitions	An <b>incident</b> is defined as an act, omission, event or circumstance.  <ul style="list-style-type: none"> <li>Acts, omissions, events or circumstances that occur in connection with providing NDIS supports or services to a person with disability and have, or could have, caused harm to the person with disability</li> </ul> Acts by a person with disability that occur in connection with providing NDIS supports or services to the person with disability and which have caused serious harm, or a risk of serious harm, to another person	<b>Reportable incidents are serious incidents (including allegations) that occur in connection with the provision of supports and services, including:</b> <ul style="list-style-type: none"> <li>the death of an NDIS participant</li> <li>serious injury of an NDIS participant</li> <li>abuse or neglect of an NDIS participant</li> <li>unlawful sexual or physical contact with, or assault of, an NDIS participant</li> <li>sexual misconduct committed against, or in the presence of, an NDIS participant, including grooming of the NDIS participant for sexual activity</li> <li>the unauthorised use of a restrictive practice in relation to an NDIS participant.</li> </ul>	<b>Serious incident A</b> 'serious incident' is where suspicion, complaint, allegation or other evidence is received or obtained regarding: <ul style="list-style-type: none"> <li>the death of, or serious injury to, a client/injured worker</li> <li>a health, safety, abuse or unspecified risk to a client/injured worker</li> <li>a provider experiencing significant organisational disruption or mismanagement</li> <li>the ongoing financial viability of the Disability Service Provider; or</li> <li>alleged fraudulent or illegal conduct.</li> </ul>	<b>Major impact incident</b> <ul style="list-style-type: none"> <li>The unanticipated death of a client</li> <li>Severe physical, emotional or psychological injury or suffering which is likely to cause ongoing trauma</li> <li>A pattern of incidents related to one client which, when taken together, meet the level of harm to a client. This may be the case even if each individual incident is a non-major impact incident</li> </ul> <b>Non-major impact incident</b> <ul style="list-style-type: none"> <li>Incidents that cause physical, emotional or psychological injury or suffering, without resulting in a major impact</li> <li>Impacts to the client that do not require significant changes to care requirements, other than short-term interventions: for example, first aid, observation, talking interventions or short-term medical treatment</li> <li>Incidents that involve a client but result in minimal harm</li> <li>Incidents that do not otherwise meet the criteria for 'major impact'</li> </ul>	<b>Reportable conduct implicating children</b> <ul style="list-style-type: none"> <li>sexual offences committed against, with or in the presence of a child</li> <li>sexual misconduct committed against, with or in the presence of a child</li> <li>physical violence against, with or in the presence of a child</li> <li>any behaviour that causes significant emotional or psychological harm to a child</li> <li>significant neglect of a child</li> </ul>	<b>Notifiable data breach</b> <ul style="list-style-type: none"> <li>there is unauthorised access to or unauthorised disclosure of personal information, or a loss of personal information, that an entity holds</li> <li>it is likely to result in serious harm to one or more individuals</li> <li>the entity has not been able to prevent the likely risk of serious harm with remedial action</li> <li>OAIC</li> </ul>	<b>Hazard</b> <ul style="list-style-type: none"> <li>an object or situation that has the potential to harm a person, the environment or cause damage to property.</li> </ul> <b>Near Miss</b> <ul style="list-style-type: none"> <li>An incident that could have resulted in an injury or illness to people, danger to health and / or damage to property or the environment</li> </ul>	<b>Category 1</b> incident; death, serious accident etc.  <b>Category 2</b> incident; police attend, hospitalised people etc.  <b>Category 3</b> incident; alleged assault, suspected harm etc.	<b>Allegation of reportable conduct</b> made against a worker or volunteer report to the Commission for Children and Young People. <ul style="list-style-type: none"> <li>Child abuse and misconduct</li> <li>Sexual offences</li> <li>Sexual misconduct</li> <li>Physical violence</li> <li>Behaviour that causes significant emotional or psychological harm</li> <li>Significant neglect</li> </ul>	<b>WorkSafe reportable incidents</b> death needing medical treatment within 48 hours of being exposed to a substance immediate treatment as an in-patient in a hospital immediate medical treatment for injuries, including for example amputation, serious head or eye injury, electric shock, serious lacerations.