

# Disability Services POLICY

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## Title: Critical Incident Reporting Policy

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### Policy Statement:

Critical and major incidents involving people receiving supports or services from the Department of Families, Seniors, Disability Services and Child Safety (the department), including staff, carers, funded or contracted 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 assessment, 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. A critical incident reporting system has been implemented to support discharge of this obligation.

### Scope:

This policy applies where departmental staff members become aware of an incident as listed in Appendix 1 - Critical Incident Reporting – Critical Incident Types.

### Responsiveness:

An 'incident' is:

- an act, omission, event or circumstance that has or could have caused harm to a person with disability, or
- when a person with disability has caused serious harm or the risk of serious harm to another person.

Incidents that happen as part of the delivery of disability supports and services need to be identified, assessed, recorded, managed and resolved, while making sure the person with disability feels safe, respected and informed.

### Category Level 1: Critical Incidents

- Immediate verbal advice to the Director (or similar level officer); and
- Completion of a Critical Incident Report within 4 business hours of the staff member becoming aware of the incident.



## **Category Level 2: Major Incidents**

- Immediate verbal advice to the Manager (or similar level officer); and
- Completion of a Critical Incident Report by 5pm the next business day following the staff member becoming aware of the incident.

## **Roles and Responsibilities:**

### **All Departmental Officers**

- Advise the appropriate person of the incident and the intention to submit critical incident report, including the reason and any related risk.
- Complete the critical incident report using the online critical incident reporting management system or manual form.
- Staff that do not have access to a computer should verbally notify their manager of the incident and email the details to an appropriate staff member to submit the critical incident report within the applicable timeframe.
- 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 Director of all Category Level 1 Critical Incidents.
- Be advised verbally of all Category Level 2 Major Incidents relating to their area of responsibility.
- Ensure follow-up actions and activities are completed as required, including any referrals to the NDIS Quality and Safeguards Commission for incidents that occurred in connection with the delivery of NDIS supports or services.
- Ensure information is disseminated to all staff where amendments to the critical incident policy, procedures and system are released.

### **Directors**

- Receive critical incident alerts for their business stream.
- Be verbally advised and receive completed Category Level 1 Critical Incident Reports in their business stream.
- If the incident is 'death-in-care', ensure the agency has reported the incident immediately to a Police Officer or Coroner. See *Coroners Act 2003*.
- Ensure follow-up actions and activities are completed as required, including any referrals to the NDIS Quality and Safeguards Commission for incidents that occurred in connection with the delivery of NDIS supports or services.
- Ensure processes are in place for continual improvement and feedback to support staff involved in critical incident reporting.
- Where required, provide direction for any follow up actions.

## Disability Services

- Receive critical incident alerts for all business streams.
- Initiate an immediate (same day) quality assurance process to ensure critical incident reports and categories have been completed correctly, clients and staff are being appropriately supported, and all required referrals have been made.
- Provide quality assurance outcome advice to the Director-General for noting.
- Provide advice to support staff and leadership in relation to policy application and required actions.
- Initiate the appropriate closure of reports and follow up the recording of any required actions and activities requested.
- Provide statistics and reports as required.

## Office of the Director-General

- Note outcome advice of the quality assurance undertaken by Disability Services (Service Delivery).
- Brief Minister's office if required.
- Manage any media engagement or interest in response to a critical incident.

## Authority:

*Disability Services Act 2006*

*Coroners Act 2003*

*Coroners Regulation 2015*

## Delegations:

The Deputy Director-General, Disability Services is authorised to maintain a quality assurance process supporting implementation of this policy and to apply the allocated human and financial resources to achieving the objectives of the policy.

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**Date of operation:** January 2023

**Date to be reviewed:** January 2026

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**Office:** Office of the Deputy Director-General, Disability Services

**Help Contact:** [ODDG\\_DSC@dcssds.qld.gov.au](mailto:ODDG_DSC@dcssds.qld.gov.au)

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## Links:

[Disability Services Act 2006](#)

[NDIS Quality and Safeguards Commission – Incident Management](#)

## Critical Incident Reporting – Critical Incident Types

<b>LEVEL 1 - Immediate verbal notification to the Director followed by critical incident report form To be submitted within 4 business hours of the staff member becoming aware of the incident</b>	
1.1. Death of a person	<ul style="list-style-type: none"> <li>child or young person subject to departmental intervention</li> <li>child or young person known to Child Safety or Youth Justice in the previous 12 months</li> <li>person with a disability which is defined as a 'Death in Care' under the Coroners Act 2003</li> <li>client, foster or kinship carer or staff member</li> <li>person where a child or young person subject to departmental intervention, client, foster or kinship carer or staff member is allegedly involved in the death</li> <li>person while attending or using department provided or funded services, facilities or activities</li> </ul>
1.2. Life threatening injury to a person	<ul style="list-style-type: none"> <li>child or young person subject to departmental intervention</li> <li>client, foster or kinship carer or staff member</li> <li>person where a child or young person subject to departmental intervention, client, foster or kinship carer or staff member is allegedly involved in the injury</li> <li>person while attending or using department provided or funded services, facilities or activities</li> </ul>
1.3. Serious injury to a child or young person that results in hospitalisation	<ul style="list-style-type: none"> <li>child or young person subject to departmental intervention</li> <li>Serious injury resulting in hospitalisation where the child or young person was known to Child Safety in the previous 12 months and is believed to have an injury that meets the definition of a serious physical injury under the <i>Child Protection Act 1999</i>.</li> </ul>
1.4. Abduction	<ul style="list-style-type: none"> <li>child or young person subject to departmental intervention from their carer or service provider</li> </ul>
1.5. Major security incident	<ul style="list-style-type: none"> <li>involving an emergency response to a hostage situation, fire, natural disaster, power failure, bomb threat or discovery of a bomb</li> </ul>
1.6. Alleged rape, sexual assault or serious assault of a child under 14 years	<ul style="list-style-type: none"> <li>with a disability while attending or using departmentally provided or funded services, facilities or activities</li> <li>child under 14 years subject to departmental intervention</li> <li>while attending or using department provided or funded services, facilities or activities</li> </ul>

<b>LEVEL 2 - Immediate verbal notification to the manager followed by a critical incident report form submitted by 5pm next business day of the staff member becoming aware of the incident</b>	
2.1. Serious injury to a person that results in hospitalisation	<ul style="list-style-type: none"> <li>child or young person subject to departmental intervention, client, foster or kinship carer or staff member is allegedly involved in the injury</li> <li>while attending or using department provided or funded services, facilities or activities</li> </ul>
2.2. Alleged rape, sexual assault or serious assault	<ul style="list-style-type: none"> <li>person with a disability while attending or using department provided or funded services, facilities or activities</li> <li>child or young person subject to departmental intervention</li> <li>person while attending or using department provided or funded services, facilities or activities</li> <li>departmental staff member whilst performing their duties</li> </ul>
2.3. Attempted suicide	<ul style="list-style-type: none"> <li>person in a departmental facility</li> <li>person who is a client of accommodation support provided or funded by the department</li> <li>child or young person subject to departmental intervention</li> </ul>
2.4. Missing Child or Young Person	<ul style="list-style-type: none"> <li>child or young person subject to departmental intervention who is missing, their location is unknown and there are fears for their safety or welfare</li> </ul>
2.5. Missing person	<ul style="list-style-type: none"> <li>Clients who are missing from their place of residence where there are serious concerns for their safety or wellbeing due to their vulnerability</li> </ul>
2.6. Alleged abuse, neglect or exploitation	<ul style="list-style-type: none"> <li>person with a disability where another client, staff member or direct carer is allegedly involved</li> <li>person with a disability who is a client of accommodation support provided by the department</li> </ul>