

Title

**SERIOUS INCIDENT REPORT FORM**Document ID  
Date of Issue**FORM 0618/9**  
**31/03/2022****Provider Details:**

Provider Name					
Service Impacted	TAC Client	NDIS Client	Private Client	Colbrow Care Employee	HCP Client
Your Name					
Position					
Phone		Email			

**Client/Employee Details:**

Client/Employee Name				
Family/NOK/Guardian Notified	YES		NO	
<i>You must notify the client's family / next of kin / guardian as soon as possible to explain the serious incident that has occurred and the action being taken to meet the immediate needs of the client</i>				
Does the client require additional support from these services	YES		NO	
If so, please indicate which service	Crisis Assessment & Treatment Team (CAT)	Centre Against Sexual Abuse (CASA)	Disability Services Commissioner (DSC)	National Disability Abuse & Neglect Hotline
Has this been provided?	YES		NO	
How have the immediate needs of the client/employee been addressed?				

**Incident Details:**

Date of incident		Time of incident	
Date incident identified		Time incident identified	
Location of incident / accident	Client's home	Employee's Workplace	In the Community
Address of incident			
Incident type (choose from list provided at back of this form)			
Was there a witness or someone else involved?	YES		NO
Other people involved / witness to incident			
<b>First Name</b>	<b>Surname</b>	<b>Staff or Other</b>	<b>Participant/ Was this person injured</b>

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		Staff	Other	Witness/ Victim:	Yes	No	Medical Professional Required


### Details of the incident:

### Client / Employee's recollection of the incident:

### Manager report:

### Circle which external organisations/authorities have been contacted (if required)

CEO informed	YES / NO / NA	Police Contacted	YES / NO / NA
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Police Officer's Name		Police Station Phone Number	
Police Investigation Required	YES / NO / NA	Next of Kin Contacted	YES / NO / NA
WorkSafe Vic Contacted Ph: 132 360	YES / NO / NA	Aged Care Quality Commission via My Aged Care Provider Portal	YES / NO / NA
NDIS Commission:	YES / NO / NA	TAC	YES / NO / NA
reportableincidents@ndiscommission.gov.au		Other (details):	

**By submitting this form, you are agreeing all information provided is correct and you are authorised to submit this information**

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## MANAGEMENT RESPONSE:

Where it is a TAC Client Serious Incident: <https://www.tac.vic.gov.au/providers/for-disability-service-providers/serious-incident-form>

A 'serious incident' is where suspicion, complaint, allegation or other evidence is received or obtained regarding:

- the death of, or serious injury to, a client/injured worker
- a health, safety, abuse or unspecified risk to a client/injured worker
- a provider experiencing significant organisational disruption or mismanagement
- the ongoing financial viability of the disability services provider; or
- alleged fraudulent or illegal conduct.

These incidents must be reported to TAC **within 24 hours**.

Where it is an **NDIS Client Serious Incident**: [https://nqsc.ndiscommission.gov.au/nqsc\\_p\\_provider](https://nqsc.ndiscommission.gov.au/nqsc_p_provider)

For an incident to be reportable, a certain act or event needs to have happened (or be alleged to have happened) **in connection with the provision of supports or services**. This includes:

- the death of a person with disability
- serious injury of a person with disability
- abuse or neglect of a person with disability
- unlawful sexual or physical contact with, or assault of, a person with disability
- sexual misconduct, committed against, or in the presence of, a person with disability, including grooming of the person with disability for sexual activity
- use of a restrictive practice in relation to a person with disability where the use is not in accordance with an authorisation (however described) of a state or territory in relation to the person, or if it is used according to that authorisation but not in accordance with a behaviour support plan for the person with disability

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Reportable incident	Required timeframe
death of a person with disability	<b>24 hours</b>
serious injury of a person with disability	<b>24 hours</b>
abuse or neglect of a person with disability	<b>24 hours</b>
unlawful sexual or physical contact with, or assault of, a person with disability	<b>24 hours</b>
sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity	<b>24 hours</b>
the use of a restrictive practice in relation to a person with disability if the use is not in accordance with a required state or territory authorisation and/or not in accordance with a behaviour support plan.	<b>Five business days</b>

After 1 July 2022: Where it is **Home Care Package (HCP) Client**: Submit the Report via the My Aged Care Provider Portal <https://thirdparty-2.myac.gov.au/>

**What is a reportable incident?**

- **Unreasonable use of force** – for example, hitting, pushing, shoving, or rough handling a consumer
- **Unlawful sexual contact or inappropriate sexual conduct** – such as sexual threats against a consumer, stalking, or sexual activities without consumer consent
- **Neglect of a consumer** – for example, withholding personal care, untreated wounds, or insufficient assistance during meals
- **Psychological or emotional abuse** – such as yelling, name calling, ignoring a consumer, threatening gestures, or refusing a consumer access to care or services as a means of punishment
- **Unexpected death** – where reasonable steps were not taken by the provider to prevent the death, the death is the result of care or services provided by the provider or a failure by the provider to provide care and services
- **Stealing or financial coercion by a staff member** – for example, if a staff member coerces a consumer to change their will to their advantage, or steals valuables from the consumer
- **Inappropriate use of restrictive practices** – where it is used in relation to a consumer in circumstances such as:
  - where a restrictive practice is used without prior consent or without notifying the consumer’s representative as soon as practicable
  - where a restrictive practice is used in a non-emergency situation, or
  - when a provider issues a drug to a consumer to influence their behaviour as a form of restrictive practice
- **Unexplained absence from care** – where the consumer is absent from the service without explanation and there are reasonable grounds to report the absence to the police.

**Priority 1 reportable incidents**

Priority 1 reportable incidents must be reported to the Commission **within 24 hours** of the provider becoming aware of the incident.

Priority 1 reportable incidents are reportable incidents:

- that have caused or could reasonably have been expected to cause, a consumer physical or psychological injury or discomfort that requires medical or psychological treatment to resolve, or

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- if there are reasonable grounds to contact the police, or
- when there is the unexpected death of a consumer or a consumer's unexplained absence from the service.

**Reporting to the police**

All reportable incidents involving instances of unexplained absence from care, unexpected death of a consumer, or where there are reasonable grounds to report the incident to the police, must be classified as Priority 1 reportable incidents.

**Priority 2 reportable incidents**

Priority 2 reportable incidents are those that do not meet the criteria for a Priority 1 reportable incident. Providers must report Priority 2 reportable incidents to the Commission **within 30 days** of becoming aware of it occurring.

Where it is a WorkSafe Notifiable Incident: [WorkSafe Incident Notification Form.pdf](#)

**Incident Type list:**

<b>WorkSafe Notifiable Incident</b>	<b>Loss of limb, serious eye/head/spinal injury, electric shock, de-gloving, loss of bodily function, serious lacerations WORKSAFE TO BE NOTIFIED IMMEDIATELY</b>
Absent/Missing client	Drug/Alcohol - Use - Unknown
Abuse /neglect or exploitation of any kind	Drug/Alcohol - Use - Alcohol
Accident (without injury)	Drug/Alcohol - Use - Amphetamines
Administrative Error	Drug/Alcohol - Use - Barbiturates
Assault Physical - Actual client > client	Drug/Alcohol - Use - Benzodiazepines
Assault Physical - Actual client > other	Drug/Alcohol - Use - Cannabis/Marijuana
Assault Physical - Actual client > staff	Drug/Alcohol - Use - Chroming/Inhalants
Assault Physical - Actual other > client	Drug/Alcohol - Use - Hallucinogens
Assault Physical - Actual staff > client	Drug/Alcohol - Use - Heroin/Narcotics
Assault physical threatened client > client	Drug/Alcohol - Use - Multiple drugs
Assault physical threatened client > other	Drug/Alcohol - Use - Other
Assault physical threatened client > staff	Fire- major
Assault physical threatened other > client	Fire- minor
Assault physical threatened staff > client	Illness
Assault Sexual - Indecent client > client	Injury- to client not requiring medical attention
Assault Sexual - Indecent client > other	Injury- to client requiring medical attention
Assault Sexual - Indecent client > staff	Injury- to staff not requiring medical attention
Assault Sexual - Indecent other > client	Injury- to staff requiring medical attention
Assault Sexual - Indecent staff > client	Medical condition (known) - deterioration
Assault Sexual - rape actual client > client	Medication error - incorrect

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Assault Sexual - rape actual client > other	Medication error - missed
Assault Sexual - rape actual client > staff	Medication error - PRN misuse
Assault Sexual - rape actual other > client	Medication error - refused by client
Assault Sexual - rape actual staff > client	Medication error- other
Assault Sexual - rape threatened client > client	Medication error- pharmacy
Assault Sexual - rape threatened client > other	Missing person/s
Assault Sexual - rape threatened client > staff	Money - missing
Assault Sexual - rape threatened other > client	Neglect
Assault Sexual - rape threatened staff > client	Poor quality of care concern
Behaviour - verbal abuse	Possession - of illegal arms, explosives, dangerous goods, matches, lighter
Behaviour- dangerous	Possession - of illegal drugs/syringe/drug use equipment
Behaviour- disruptive	Possession- of alcohol or cigarettes
Behaviour- sexual	Property- damage
Breach of privacy confidentiality matters	Property- disruption at premises (building problems)
Community concern	Property-damage threatened
Death- client	Self harm - suicide threatened
Death- other	Self harm - attempted
Death- staff	Self harm - suicide attempted
Drug/Alcohol - Possible Overdose – Alcohol	Self-harm - threatened
Drug/Alcohol - Possible Overdose – Amphetamines	Theft/Robbery
Drug/Alcohol - Possible Overdose – Barbiturates	Property-Prowlers on/at premises
Drug/Alcohol - Possible Overdose – Benzodiazepines	Sexual harassment
Drug/Alcohol - Possible Overdose - Cannabis/Marijuana	Vehicle accident (major injury)
Drug/Alcohol - Possible Overdose - Chroming/Inhalants	Drug/Alcohol - Possible Overdose - Multiple Drugs
Drug/Alcohol - Possible Overdose – Hallucinogens	Drug/Alcohol - Possible Overdose – Unknown
Drug/Alcohol - Possible Overdose - Heroin/Narcotics	Drug/Alcohol - Possible Overdose – Other

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