

Process	G4SPD205
Serious Incident Reporting Process	
<i>Creation Date: 6 June 2018</i>	<i>Review: 6 May 2019</i>

1. Purpose

This process is to provide information and guidance to the responsibilities of Guides 4 Sights employees and volunteers on the reporting of serious incidents when carrying out services for people with disability or as part of normal business.

2. Scope

Serious incidents and 'notifiable incidents' must be reported to the Disability Services Commission, under the Disability Services Act 1993. This process applies to any person employed by Guides 4 Sight and includes management, employees and volunteers.

3. Serious Incident Definition

All disability sector organisations are required to submit a serious incident form when any of the following have occurred to a person with disability:

- a. death
- b. serious physical injury
- c. serious illness
- d. abuse (including physical, psychological, financial, neglect, sexual)
- e. there are concerns for the person's welfare (suspected abuse)
- f. action by person with disability that results in any of the above or risk of any of the above
- g. other serious incident (exploitation or unjustified restrictive practices)
- h. an 'notifiable incident', as described above.

4. Definitions

- a. **Alleged perpetrator:** Someone, who it is thought, acted against a person with disability or was responsible for an event's occurrence.
- b. **Emotional Abuse:** non-physical behaviour (e.g. threat, insult, humiliating someone, texting/emailing/ringing excessively, stalking, isolating someone etc.)
- c. **Financial abuse:** illegal/improper exploitation; using another person's money or other resources improperly e.g. controlling someone's pension or bank account without consent

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- d. **Physical abuse:** inflicting physical injury to another person. This may be done by children or adults. (eg biting, hitting, punching, burning, bashing, using a weapon, kicking etc)
- e. **Psychological abuse:** intimidating behaviour which leads another person to be fearful, anxious or apprehensive. (eg threatening someone without using violence) harassing someone, isolating someone from others; destroying another person's property.
- f. **DSC:** Disability Services Commission (Department of Communities- Disability)
- g. **Commission:** Disability Services Commission (Department of Communities- Disability)

5. Process

All serious incidents are to be reported verbally or via email to the Director of Guides 4 Sight, the appropriate manager to be appointed at that time to manage the incident.

The manager/Director has seven (7) days from the incident occurring to complete the Serious Incident Report (SIR) and have the report submitted via the Disability Service Commissions online Serious Incident Register (SIR) system.

Lodging a SIR does not transfer the responsibility to the Commission (DSC).

A copy of the Commissions SIR User Manual (Form initiator & Approver instruction) is located in the Guides 4 Sight Policy folder or go to <http://www.disability.wa.gov.au/>

(on the 'Homepage' scroll to the 'Useful Links' section, click on link that reads 'Serious Incident Reporting System'. You will need 1. User name or email address and 2. Password.

6. Guides 4 Sight Employees and Management Team

Employees and volunteers involved in the incident at all levels, are to work with the Director or appropriate manager to assist with;

- Provide support where needed
- Responding and manage the incident
- Contact and work with Police or other appropriate services as needed
- Collection of information regarding the incident
- Review and investigate incident
- Lodgment of the Serious Incident information into the applicable SIR
- Evaluation of practices to reduce / illuminate situation occurring again

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6. What happens once a SIR is lodged with the Commission

The Commission's Consumer Liaison Officer will review the form and ensure all required information has been provided and that the form has been completed correctly. If the SIR contains incorrect or insufficient information, it will be returned to the Form Approver for correction and resubmission.

7. Further Information

- Commission staff may contact the People At Risk (PAR) team
- The Director General may request a report with further details.
- Contact the Consumer Liaison Officer with general queries with the serious incident reporting process on 08 9426 9244 or email: SIR_CLO@dsc.wa.gov.au
- For system related matters (not process queries) contact: SIR_Admin@dsc.wa.gov.au

In Addition Management teams are responsible for reviewing the SIR Training and Resources annually to ensure familiarisation with the process via the Commission's website <http://www.disability.wa.gov.au/> scroll to the 'Useful Links' section of the homepage, click on the link that reads 'SIR Training and Resources'.

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Date	Changes	Authorised
10 June 2018	Created document	CMT