

# Module 1

## What is incident reporting and why is it important?



# Incident Reporting Modules Explained

Hello and welcome to the on-line resources for critical client incident reporting and management. You are currently accessing Module 1.

The following information outlines the content of this module and shows which other modules are available.

## **Module 1 – What is incident reporting and why is it important?**

This module explains why incident reporting is important and necessary. The module also contains several incident reporting examples to demonstrate how information from an incident report can be used to improve services to clients and client outcomes.

## **Module 2 – Incident types and categories**

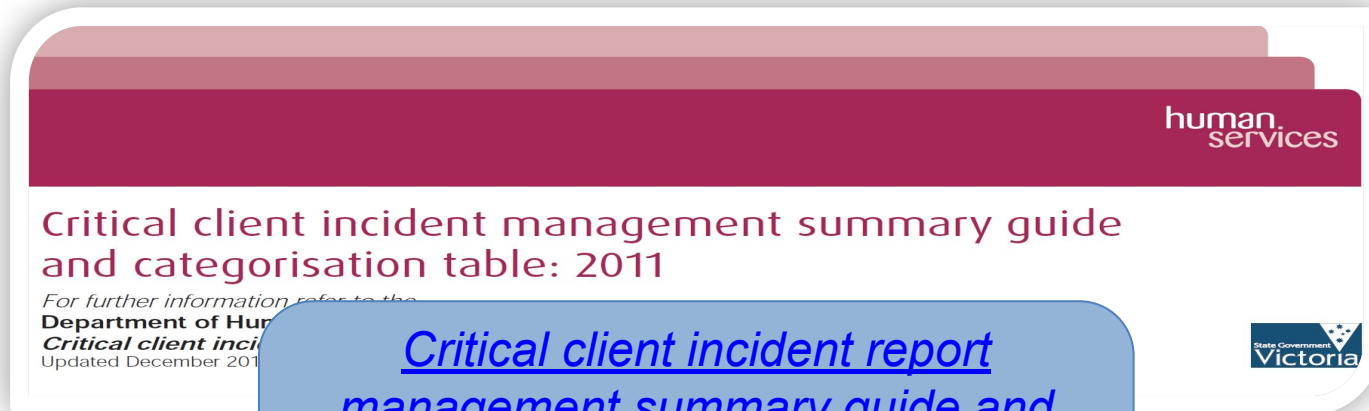
## **Module 3 – Completing a Client Incident Report form**

*At the end of each module you will be asked some multiple choice questions about what you have learnt*

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# Resources

Before starting, please download a copy of the:



The image shows the cover of a document titled "Critical client incident management summary guide and categorisation table: 2011". The cover has a maroon header with the "human services" logo. Below the header, the title is written in maroon. Underneath, there is a line of text: "For further information refer to the Department of Human Services Critical client incident management summary guide Updated December 2011". The State Government Victoria logo is in the bottom right corner.

[Critical client incident report management summary guide and categorisation table](#)  
[and a Client Incident Report Form](#)



The image shows the cover of a document titled "Client Incident Report Form". The cover features the State Government Victoria logo and the text "Human Services". Below the header, the title "Client Incident Report Form" is written in maroon. Underneath, there is a line of text: "Complete this form to report incidents involving and/or impacting upon clients in services delivered by DHS and funded CSO services. Incidents are categorised according to actual/alleged impact on clients. Use the Incident Report Guide to assist in completing the form. If completing paper copy, please use black or blue pen only. If more space is required for any section, please attach an additional clearly labelled page/s."

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# Critical client incidents

What is a critical client incident?



Incidents that happen at a service

**AND**



It's an incident that involves or impacts significantly on clients

A Client Incident Report is required for all critical incidents that occur at the service or during service delivery, which involve and/or impact clients



Or 'during service delivery'

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# 'During service delivery'

What does 'during service delivery' mean?



'During service delivery' means:



When a staff member is with a client

On-site at a service

During in-home support

If a service provider provides 24 hour care, it can be at **any** location.  
A report is required for all incidents regardless of location.

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# Examples of critical client incidents

Are these critical client incidents?

Death of a client in unusual circumstances such as a murder, overdose or suicide

Physical or sexual assault of a client

Physical injury or hospitalisation from self harming behaviour

Client exchanges sex for cigarettes or alcohol

Errors in the administration of medication that result in the client being hospitalised

Staff making derogatory comments about a client or their family



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# Incident reporting

Incident reporting provides an opportunity to



**Stop, look and reflect**  
on what happened to see if there is anything that  
could have been done differently

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# The purpose of incident reporting



Why report incidents?

It's an important part of client safety and quality improvement

We analyse incidents to uncover issues or problems that place our clients or others at risk

We learn from incidents and, if possible, reduce the likelihood that they will happen again

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# The importance of reporting

Incident reporting ensures that every person involved in or impacted by an incident receives the necessary support



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# Using information from incident reports

Incident reports can be used to improve services and outcomes for clients. Let's take a look at an example:

Sally lives in residential care and keeps running away from her placement. The Unit Manager reviews the incident reports.

The incident reports reveal that there are key times when Sally is often away from her unit.

The Unit Manager works with staff to develop a plan that engages Sally in activities prior to the time when she usually leaves the unit. This helps Sally to want to stay at the unit.

The plan significantly reduces the amount of time Sally is absent from her placement.

The image shows three overlapping 'Client Incident Report Form' documents from the Department of Human Services, Victoria. The forms are partially filled out, showing sections for 'Part 1: Reporter details' and 'Part 2: Incident details'. The forms include fields for reporting officer name, telephone number, position title, DHS Service Area, funding DHS Program, reference number, reporting organisation, and incident type. There are also checkboxes for 'All', 'PII', and 'PII'. The forms are arranged in a way that shows the progression of the report, with the top form being the most complete and the bottom form being the least complete.

# Using information from incident reports

Let's take a look at another example:

Over a period of twelve months, Ben's behaviour has been deteriorating. Ben's aggressive behaviour has escalated and his neighbours have raised concerns for his and their safety. Ben's housemates don't want to spend time with him and he is becoming increasingly isolated.

Following an analysis of the incident reports by the Unit Manager, Ben undergoes a clinical review. This reveals that medication is contributing to his aggressive behaviour.

Changing Ben's medication results in more positive behaviour and Ben is able to interact with his housemates again.

Victoria Department of Human Services  
Client Incident Report Form

Complete this form to report incidents involving and/or impacting upon clients in services delivered by DHS and funded CSO services. Incidents are categorised according to actual/ alleged impact on clients.

Use the Incident Report Guide to assist in completing the form.  
If completing paper copy, please use black or blue pen only. If more space is required for any section, please attach an additional sheet, numbered clearly.

Part 1 - 4 are to be completed by the most senior staff member present at the time of the incident, the 'reporter'

**Part 1: Reporter details**

Reporting officer's name: \_\_\_\_\_  
Telephone number: \_\_\_\_\_  
Position title: \_\_\_\_\_  
DHS Service Area:  **Offshore Services**  
Funding DHS Program:  **Offshore Services**  
Funding Program ID #: \_\_\_\_\_  
Reference number: \_\_\_\_\_  
Reporting organisation: \_\_\_\_\_  
DHS CSO name: \_\_\_\_\_  
Facility/Program name: \_\_\_\_\_  
E.g. ABC Care Centre

**Part 2: Incident details**

Date of incident: DD/MM/YYYY  Time of incident:  AM  PM  
If you did not see the incident:  Time first told of incident:  AM  PM  
Date you were first told about the incident: DD/MM/YYYY  
Address/location of incident: \_\_\_\_\_  
Where did it happen? \_\_\_\_\_  
Incident type:  A-1  B-1  
Select ONE the most serious incident type only.  A-2  B-2  
For incidents involving assaults:  Client to client  
Please mark the only:  Client to staff/other  
 Staff/other to client (note that in Category 1 table)  
 Client to other  
 Other to client

Incident category:  Category 1  Category 2

Department of Human Services Client Incident Report Form - 2010  
Version: 4.0 (2010)  
Page 1 of 1 Date Printed: 08/08/14

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# Learning from incidents

The ultimate aim of incident reporting is to learn from events and improve services to clients and client outcomes.

## This can include:

Improved or new supports or services for clients

New or improved learning programs for staff

Better communication

Changes to policy and practice instructions



# Further information

You can find out more by:

Talking with your manager



Reading your organisation's policies and procedures for incident reporting



[Looking at the  
Critical Client Incident Management Instruction  
and support materials on the  
Funded Agency Channel](#)

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## Test your understanding

Your manager should now provide you with a worksheet with multiple choice questions on the information you just learned.

Please complete the sheet promptly.

Thank you

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Available at [www.dhs.vic.gov.au/funded-agency-channel/about-service-agreements/incident-reporting](http://www.dhs.vic.gov.au/funded-agency-channel/about-service-agreements/incident-reporting)