

Mercy Community does not make any guarantees, warranties or representations as to the currency, fitness for purpose, accuracy, reliability, completeness or compliance with any law, regulations or other governmental requirements, in respect of any of documents it provides. None of the information contained in any documents provided by Mercy Community constitutes any form of legal, financial or other professional advice. Mercy Community accepts no legal liability for the accuracy, reliability, currency or completeness of any documents or information it provides, and the receiving party should seek appropriate independent professional advice before using such material or making any decisions based on it.

Incident occurs

## INCIDENT MANAGEMENT

Active support provided for person we support, workers, etc.

## VERBAL REPORTING

During business hours

After-hours

What **Category** is the incident?

Use the *FS IP RCaTS Incident Category Definitions* to determine what category the incident is.

What **Category** is the incident?

**CRITICAL RISK  
Category One**  
Timeframe – Immediately

**HIGH RISK  
Category One**  
Timeframe – Immediately

**MEDIUM RISK  
Category Two**  
Timeframe – as soon as practical

**CRITICAL RISK  
Category One**  
Timeframe – Immediately

**HIGH RISK  
Category One**  
Timeframe – Immediately

**MEDIUM RISK  
Category Two**  
Not required

Worker reports to CTL/  
Clinician/TM

Worker reports to CTL/  
Clinician/TM

Worker reports to CTL/  
Clinician/TM

Worker reports to On-call  
Worker

Worker reports to On-call  
Worker

CTL/Clinician/TM reports to  
SPM

CTL/Clinician/TM reports to  
SPM

CTL/Clinician/TM reports to  
SPM *(as required)*

On-call Worker reports to  
On-call Manager and  
CSAHSC

On-call Worker reports to  
CSAHSC

SPM reports to OL

OL reports to RD

RD reports to GM  
*(as required)*

On-call Manager reports to  
OL/RD

## WRITTEN REPORTING

The reporting worker completes Incident Log by the end of shift and publishes within CTARS

By 12pm each day...

CTL/Clinician/TM receives CTARS alert based on category and reviews Incident Register

**Category 1 (Critical and High Risk)**  
- within 4 business hours of becoming aware of incident  
- if incident occurs outside of business hours, within 4 business hours the next business day

CTL/Clinician/TM reviews Incident Log, records Immediate Interventions, Actions, Investigations and Comments, adds Dept. reporting information (for Critical and High Risk Incidents) and saves

CTL/Clinician/TM sends PDF copy of Incident Log and relating correspondence to relevant CSO and stakeholders

**Category 2 (Medium)**  
- by 5pm the next business day of becoming aware of incident

CTL/Clinician/TM adds details of notification to the Dept. to Notifications and Distribution section of Incident Log and saves lodgement email within 'Documents' section of CTARS Client Profile

Within 3 working days...

SPM reviews Incident Log, updates Actions, Investigations and Comments section, adds further detail to Notifications and Distribution section (as required) and saves and closes

Category 2 (Medium) incidents close

*For Critical Incidents only*, OL reviews Incident Log, updates Actions, Investigations and Comments section, adds commentary and notifies RD that Incident Log is ready for closure

Category 1 (High Risk) Incidents close

Within 3 working days...

*For Critical Incidents only*, RD reviews Incident Log, updates Actions, Investigations and Comments section, adds commentary to Incident Closure section, saves and closes

Category 1 (Critical) Incidents close

RD advises GM Of Incident Log, as required, records details of this notification and saves

Within 3 working days and ongoing

RD adds Amendments to closed Incident Log in regards to any GM Actions, Investigations and Comments or Standards of Care matters