



COMMUNITY INSTRUCTION	Incident Response and Reporting
COMMUNITY INSTRUCTION NO.	A2.1
SCOPE	Community Corrections and Offender Reintegration

PURPOSE

To provide instructions to Community Corrections and Offender Reintegration staff on how to:

- a. respond to incidents that occur at 2 Constitution Avenue, Canberra City (2CA), at a community work site or during field visits
- b. ensure there is accurate, timely and detailed incident reporting to enable effective monitoring and management of incidents.

DEFINITIONS

An Incident is an event that may cause a threat to the personal safety of staff, clients, or others and/or presents a threat to the safety of the community.

A Notifiable incident is an actual or alleged event listed in the *Incident Reporting, Notifications and Debriefs Policy – Annex A – Notifiable Incident Categories* and requires immediate notification to senior levels of management. These include incidents in which:

- a. the safety of the community is jeopardised
- b. staff or clients are at significant risk
- c. serious injury or death of any person has occurred on ACTCS property or worksite
- d. a serious security breach occurs
- e. any incident occurs that may generate significant public or media scrutiny.

Minimum Incident Reporting is the required reporting for an Incident.

PROCEDURES

1. Incident Response at 2CA

- 1.1 Where an incident occurs prior to the client entering an interview or program room (e.g. the offender/accused presents in an agitated or threatening manner to staff or other clients at reception), and the incident cannot be resolved by the staff member present, the staff member can request assistance from the nearest available Team Leader (TL).
- 1.2 If the staff member is unable to safely leave the reception desk, or if there is an imminent threat to other people in the reception area, the staff member must activate the duress alarm by pressing both buttons located on the underside of the desk, indicated with a red dot, for one (1) second.

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- 1.3 Where an incident occurs at the Community Corrections office, either in an interview or programs room, the staff member(s) must end the interview/program and leave the room if safe to do so.
- 1.4 If unable to do so safely, the staff member(s) must activate the duress alarm by pressing both the buttons for one (1) second.
- 1.5 The duress alarm buttons are located on the underside of the office desks in Reception and interview rooms, indicated with a red dot on the edge of the desk. Duress alarms are located on the wall near the internal door of each Programs Room. Alternatively, a mobile duress alarm can be used by staff.

2. Responding to Activated Duress Alarms

- 2.1 When the duress buttons are activated, a low tone alarm and blue strobe lights will signal the incident. The duress strobe lights are in the ceiling at the western end of Level 1, 2CA.
- 2.2 During the activation of the duress alarm, the Closed-Circuit Television (CCTV) screens at the western end of Level 1, 2CA will highlight the room/location that the duress was triggered in.
- 2.3 If a mobile duress alarm is activated, the CCTV screen will default to the reception area camera. As such, responding staff members should ensure all programs rooms and drug testing locations are clear of incident.
- 2.4 A TL or Programs Officer (PO) must respond to the incident where a staff member has activated the duress alarm. If a TL or PO is unavailable, the nearest staff member must respond to the incident.
- 2.5 A TL or PO must take control of the incident as soon as practicable.
- 2.6 The TL or PO must determine if the nature of the incident requires an interruption to normal operations and advise the Senior Director or Director. If the TL or PO is unsure, they must consult the Senior Director or Director for guidance.
- 2.7 The TL or PO must ensure that emergency services are contacted where required.

3. Incident Response in the Field

- 3.1 Where an incident occurs in the field, if required and when safe to do so, the staff member must immediately call emergency services and notify their TL, Director or Senior Director immediately. If emergency services are not required, the staff member is still required to inform the relevant supervisor of the incident and how it was managed/resolved (e.g. taking an injured client to the hospital or directing a client to leave a work site).
- 3.2 Once made aware of the incident occurring in the field, the relevant supervisor will determine which reporting threshold the incident meets and advise of which incident reports will need to be completed. The report(s) can either be completed on return to the office, or completed in the field, noting it is best practice to complete the written report as soon after the incident occurring as practicable.

4. Minimum Incident Reporting Requirements

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- 4.1 Following an incident, an *A2.F1: Incident Report Form* must be completed by all staff involved, including those who witnessed the incident. This can be generated from the offender management system.
- 4.2 Incident reports must be clear, concise, and factual, and must be completed as soon as practicable once the incident is concluded. If a staff member is required to leave the premises urgently, they must complete the incident report at the next available opportunity.
- 4.3 The *A2.F1: Incident Report Form* should be completed in full, and use the '5WH' approach:
 - a. When – the date and time of the incident
 - b. Where – the location of the incident
 - c. Who – who was involved and who was present, including the author's name, role and involvement in the incident. This should include all known witnesses
 - d. What – what occurred in sequence
 - e. Why – if known, the trigger for the event
 - f. How – how was the incident resolved or controlled.
- 4.4 Where an incident involves a client, the supervising staff member must make an appropriate entry in the case notes on the offender information management system.
- 4.5 The relevant Team Leader will complete the *A2.F2: Incident Summary Form*, noting any actions already taken, or recommendations made, to finalise the incident. This can be generated from the offender management system. This is then forwarded to the Director or Senior Director, along with the *A2:F1 Incident Report Form* for their review and finalisation.
- 4.6 The division head will determine if it is appropriate to submit these documents to #ACTCSoperationalcompliance@act.gov.au or to other relevant parties.
- 4.7 The Director or Senior Director and/or the relevant Team Leader will determine if a RiskMan report is also required for incidents. If it is determined that a RiskMan report is required, the author(s) of the original *A2:F1: Incident Report Form* will complete the RiskMan report.
- 4.8 RiskMan reports can be completed using the RiskMan tool found on SharePoint.

5. Notifiable Incidents



Verbal Notifications

- 5.1 Staff must notify a TL or PO of the incident immediately.
- 5.2 The TL must notify the Director or Senior Director, of the incident immediately.
- 5.3 The Director or Senior Director must notify the Assistant Commissioner of the incident immediately.
- 5.4 The Assistant Commissioner must notify the Commissioner of the incident immediately.

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- 5.5 Where contact cannot be made immediately on the first attempt the notification should be escalated to the next level without delay.
- 5.6 All attempted notifications and actual notifications must be recorded in the *A2.F1: Incident Report Form*.

Written Notifications

- 5.7 The initiating staff member must email a brief factual outline of the incident to #ACTCSincident@act.gov.au within 60 minutes of the conclusion of the incident, or, in the event of an ongoing situation, as soon as practicable.
- 5.8 The email must be marked as urgent, and the words 'Early Incident Notification' included in the subject line.
- 5.9 All staff involved in, or who witnessed, the incident must complete and submit an *A2.F1: Incident Report Form* as soon as practicable, or by close of business that day.
- 5.10 All *A2.F1: Incident Report Forms* must be submitted to the Director or Senior Director for review.
- 5.11 The Director or Senior Director must review and ensure all *A2.F1: Incident Report Forms* are completed and that any immediate issues of concern have been addressed.
- 5.12 The Director or Senior Director must complete an *A2.F2: Incident Summary Report*.
- 5.13 All completed documents must be sent to #ACTCSoperationalcompliance@act.gov.au or to other relevant parties. They must be submitted within two (2) days of the incident occurring.
- 5.14 RiskMan reports are required for all notifiable Incidents. They are to be completed by all staff members who completed an *A2.F1: Incident Report Form* in relation to the incident.

6. Notifying ACT Police

- 6.1 Any staff member may contact ACT Policing in an emergency if required.
- 6.2 If ACT Policing attendance is required, the Director or Senior Director must ensure ACT Policing have been notified to attend.
- 6.3 The Director or Senior Director must notify the Intelligence Unit via email to ACTCS-Intelligence@act.gov.au that ACT Policing attendance was required.

7. Deactivating the Duress Alarms

- 7.1 When it is safe to do so, a staff member must deactivate the duress alarm. This can be done by using the key (labelled duress and found in reception) in the keyhole of the duress button.
- 7.2 If a mobile duress alarm was activated or the activated room will not clear the duress with the key, the staff member must request the duress alarm be deactivated from the Administration Computer on Level 2, 2CA. This can be done by calling 6207 4912 or asking the Director or Senior Director.

8. Post-Incident Debrief

Hot Debriefs

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- 8.1 A hot debrief will be conducted in the immediate aftermath of all notifiable incidents and will be chaired by either the respective TL, Director, Senior Director, or a nominee identified by them.
- 8.2 If a staff member requests a Hot Debrief for a non-notifiable incident, this will be facilitated.
- 8.3 All staff involved in the incident should attend the hot debrief.
- 8.4 The hot debrief must:
 - a. establish any immediate concerns and address any immediate wellbeing issues
 - b. focus on reassurance, information sharing, normalisation and staff support
 - c. not be used as an opportunity to apportion blame or to pre-judge any review outcomes.
- 8.5 The A2.F34: Hot Debrief Report must be completed by the chair and the completed report sent to #ACTCSoperationalcompliance@act.gov.au immediately after the hot debrief concludes.

Formal Debrief

- 8.6 A formal debrief will be initiated by the Assistant Commissioner or Commissioner and must be conducted within seven (7) days of a notifiable incident occurring.
- 8.7 The formal debrief must:
 - a. examine an incident in its entirety
 - b. work through the incident as it occurred
 - c. consider how the incident was managed
 - d. identify and address any concerns
 - e. identify opportunities for continuous improvement, including changes to policy and the ACTCS Emergency Management Framework.
- 8.8 The chair must complete an A2.F4: Formal Debrief Report and send it to #ACTCSoperationalcompliance@act.gov.au immediately after the formal debrief concludes.

RELATED DOCUMENTS AND FORMS

- Incident Reporting, Notifications and Debriefs Policy
- Emergency Management Policy
- A2.F1: Incident Report Form
- A2.F2: Incident Summary
- A2.F3: Hot Debrief Report
- A2.F4: Formal Debrief Report

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ACT Corrective Services
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Document details

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Compliance with legislation:	This operating procedure reflects the requirements of the <i>Corrections Management (Policy Framework) Policy 2020</i>

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