

Regional Processing Centre Guideline

Incident Management – Incident Reporting

INTRODUCTION

Incident reporting is a vital communication tool to ensure that the respective Department and service provider Executive are kept fully informed of specific activities at service provider managed RPCs.

The incident reporting processes will provide timely and accurate information in respect of all incidents to best enable the service provider staff to make decisions, and if necessary, instigate further action.

The first priority in the management of incidents will be to preserve the safety and wellbeing of all transferees, staff and visitors. All events will be contained and controlled and all risks mitigated. Incidents will be dealt with and resolved by ensuring that sufficiently trained service provider staff are available, and that the incident is managed, where required, in accordance with the relevant approved Contingency Plan.

A key component of the management of incidents will be the reporting to the Department by service provider personnel.

All language used in reports will be professional, appropriate, and indicative of the culture of decency and respect that the service providers aim to promote within all RPCs. Transferees will not be referred to solely by their ID numbers.

Related documents

- Debriefing Guidelines
- Post Incident Review Guidelines

Related forms

- Incident Report

PROCEDURES

Incident Categories

All incidents are categorised as:

- Critical
- Major
- Minor

The definition and specific reporting requirements of each incident category is covered in the following sections of this procedure.

Note: The incidents under each classification are correct at the time of release of this guideline. While every effort is made to ensure this policy remains up to date, managers must ensure they check for current information relating to each incident classification.

Reporting Categories

There are two distinct and separate types of incident reporting:

- The Internal reporting of the incident within each service provider, or
- The prescribed external reporting of the incident to the Department via the Department's Duty Phone and nominated information technology system.

These reporting requirements will be covered in the following two sections.

Internal Reporting

The internal reporting requirement does not remove the responsibility for External Reporting to the Department, the DIAC Director or other regulatory Authorities.

The incidents below must be immediately reported by telephone to the Departments duty phone. A written Incident Situation Report is to be completed and emailed to the situation report distribution list within 3 hours.

1. Death in the RPC,
2. Abscondment from facility / escort,
3. Serious injuries to staff, transferees or visitors,
4. Lost time Injuries,
5. Personnel injured in the course of duties,
6. Fires and natural disasters,
7. Roof top protests,
8. Large scale protests/demonstrations/disturbance and incidents likely to escalate, and
9. Media enquiry or anything likely to cause major media interest.

Each service provider must ensure that all relevant service provider national executive staff are informed of any of the above incidents.

Operational Updates

Each Service Provider will prepare and release an Operational Update by 0900 detailing all major and critical incidents logged in the preceding 24 hours for distribution to key provider staff and DIAC Director.

External Reporting

When an incident occurs, the witnessing service provider staff member (first on scene) will report it immediately to the Control Room or designated area within the facility by sounding a duress alarm, by radio or by telephone.

Where necessary, the procedure in the appropriate service provider Contingency Plan will be then be followed and the service provider Duty Manager will be informed.

All available information will be forwarded to the service provider Duty Manager as soon as possible.

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The service provider Duty Manager will ensure the service provider Facility Manager and the DIAC Director, or the Department on call staff member are informed (as appropriate according to incident classification; The Department must only be verbally informed for Major and Critical incidents) and that the incident is recorded on the nominated information technology system.

If the DIAC Director / Local Department on call cannot be contacted, the Duty Manager or Facility Manager will report the incident to the Department via the Detention Operations onshore Duty phone number: **+61 413 319 277**.

When reporting an incident, a check will be made to ensure that the report contains, as a minimum, details of:

- the incident
- the background of, and sequence of events leading to the incident,
- participants in, and witnesses to the incident,
- the resolution of the incident, and
- any follow up action that has been undertaken following the incident.

All appropriate incidents must be reported to the Police. Details of police action / attendance must be included in the IR.

Timeframes for Reporting Incidents to the Department

| Category | Verbal Report | Written Report |
|----------|--|---|
| Critical | Immediate up to 30 minutes | Within 3 hours |
| Major | As soon as possible – no later than 1 hour | Within 6 hours or by the end of the shift |
| Minor | Not required | Within 24 hours |

Definition of a Critical Incident

A Critical incident is an incident that seriously affects the security or safety of the facility or where there is serious injury or threat to life.

Critical incidents include:

- Death: staff, visitor or a transferee
- Serious accident/injury
- Actual self-harm
- Attempted serious self-harm
- Serious assault
- Serious public health risk
- Escape
- Mass Breakouts
- Hostage situation
- Riot
- Unplanned use of Force resulting in bodily harm (personnel or transferee)
- Bomb, biological or chemical threat
- Serious damage to a facility, including fire
- Use of emergency response equipment
- Use of a weapon by a transferee
- Withdrawal of labour
- High profile visitor refused access
- Protest action outside a facility

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- A Force Majeure event that has an impact on the operation of the facility or the welfare of a transferee
- Unauthorised media presence at an RPC
- Any known complaint about any of the above incidents

Definition of a Major Incident

A major incident is an incident or event that seriously affects, or has the potential to threaten or harm the security and safety of the facility, the welfare of transferee, or the success of Escorts/Transfer/Removal activities. Major incidents include:

- Infection / Contamination of a facility
- Epidemic
- Planned use of force (Personnel or a transferee)
- Food / Fluid Refusal (over 24hrs)
- Food / Fluid Refusal by minor
- Hazardous waste contamination
- Attempted or threatened self-harm
- Electronic security system failure
- Sabotage
- Sit-in or barricade
- Notification by welfare authorities
- Demonstration – onsite
- Other major disturbance
- Attempted escape
- A transferee found in possession of a weapon or means of escape
- Use of an observation room (over 24hrs)
- Incidents likely to attract media attention
- Aborted Removal
- Strip search
- Emergency – medical – offsite
- Assault causing minor bodily harm
- Any known complaint about any of the above incidents

Definition of a Minor Incident

A Minor incident is an incident or event which affects, but to a lesser degree than a Major incident, the safety and security of the facility, the welfare of a transferee, or which threatens the success of Escorts/Transfer/Removal activities. Minor incidents include:

- Food / Fluid Refusal (less than 24 hours)
- End of Food / Fluid Refusal
- Less serious public health risk
- Clinical depression
- Substance abuse
- Birth of a child
- Threatening/aggressive behaviour by transferee
- Contraband/prohibited article found
- Assault not causing bodily harm
- Relocation of transferees between facilities
- Minor industrial action by staff
- Minor disturbance

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- Failure of main systems/power failure
- Failure of Service Provider IT system for 6hrs or more
- Less serious damage to facility
- Theft
- Missing money
- Missing property
- Contraband brought in by visitors
- Media approach to staff or transferee
- Food poisoning
- Transferee denied a visitor during visiting hours
- Other visitors refused access
- Where complaints or feedback received by service providers is not resolved within required timeframe, or are escalated to an external third party
- Transferee denied information from their file, and
- Any known complaint about any of the above incidents

Written Reports

The service provider staff member first discovering or observing the incident will complete and submit a report to the Facility Manager/Duty Manager, of the service provider for the service line to which the incident relates. If the appropriate service provider is not easily identifiable, it should be escalated through the discovering staff members own organisation. This will be done within a timeframe which allows for the Department incident reporting requirements to be met.

The receiving Duty Manager/Facility Manager will collect all other relevant documentation, such as Service Providers Reports (from any Service Provider on site) and the Health Services Manager Report (if applicable); and ensure that appropriate entries are made in the nominated information technology system.

A written report must be provided following the post incident debrief, in accordance with contract requirements and instruction in the *Incident Management – Debriefing Guidelines*.

Given an incident may continue for an extended period of time, it is important that incident reporting continues for the duration of the incident. For critical and major incidents, updated reports will be submitted daily (at a minimum), or at the request of the Department. All further escalation or de-escalation of the incident must be detailed in the incident report.

Follow Up Actions and Investigation

The Service Provider Facility Manager or Duty Manager in conjunction with the DIAC Director will decide what, if any, further action/investigation will be taken in respect of an incident. Any further investigation by the service provider will be completed in line with all relevant procedures and policies. All Service Providers will cooperate fully with any investigation initiated.

Following any incident the Facility Manager will ensure that the following internal audits occur to continuously improve incident response:

- 100% of all Critical incidents to be audited
- 100% of all Major incidents to be audited
- 10% of all Minor incidents per month to be audited

Evidence of Contract Compliance

To demonstrate compliance, the following documentation will be available for audit:

- Incident reporting procedures including contact lists for key staff
- Accident and incident reports and subsequent investigation reports

Medical Reports

All information regarding an incident affecting a transferee's mental or physical health will be provided to a Health Services representative, who will be responsible for submitting a health report to the Department.

Workplace Health & Safety reporting

All injuries and accidents to staff, transferee or any other person on site will be reported to the WHS representative onsite, who will ensure all further appropriate reporting is conducted.

Comcare Reporting

DIAC Director holds responsibility for reporting WHS incidents to Comcare. Notifiable Incidents must be reported in accordance with timelines and protocols as prescribed in the *Work Health and Safety Act 2011 (Cth)*.

Under the Act, notifiable incident means:

- (a) the death of a person, or
- (b) a serious injury or illness of a person, or
- (c) a dangerous incident.

(1) The notice must be given by the fastest possible means.

(2) The notice must be given:

- (a) by telephone, or
- (b) in writing.

Example: The written notice can be given by facsimile, email or other electronic means.

(3) A person giving notice by telephone must:

- (a) give the details of the incident requested by the regulator, and
- (b) if required by the regulator, give a written notice of the incident within 48 hours of that requirement being made.

(4) A written notice must be in a form, or contain the details, approved by the regulator.

(5) If the regulator receives a notice by telephone and a written notice is not required, the regulator must give the person conducting the business or undertaking:

- (a) details of the information received; or
- (b) an acknowledgement of receiving the notice.

(6) A person conducting a business or undertaking must keep a record of each notifiable incident for at least 5 years from the day that notice of the incident is given to the regulator under this section.

Where access to EasySAP is available – lodge the incident in the EasySAP report form:

<http://sapportal.immi.gov.au/iri/portal/incident>

Where access to EasySAP is not available - contact the Border Operation Centre (BOC) on

Ph: +61 1300 368 126 and provide the operator with the details of the incident. The BOC Operator will load the details into EasySAP and where required, submit the incident report to Comcare.

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For assistance with incident notification please contact the Health and Safety Section on (+61) 2 6225 6608 or via **email** at OHS.National.Office@immi.gov.au

This document is managed by the Garrison service provider in consultation with other service providers.