



NRPC Incident or Information Report (Admin Use Only)	WORS Ref:
	Control Ref: 1701
	Related IR Ref:
	Other Ref:
	[Redacted]

Report Completed By:	Print: [Redacted]	Sign: [Redacted]	Time: 1701h	Date: 17/01/2015
Incident Time:	1515h	Service Provider:	Save The Children	[Redacted]
Incident Type:	Food & Fluid Refusal	Risk Rating:	Information <input checked="" type="radio"/> Minor <input type="radio"/> Major <input checked="" type="radio"/> Critical <input type="radio"/>	
Stakeholder Involved:	Yes	Minor Involved:	No	
Primary Location:	OPC1			
Location Description:	Supported Accommodation			
Team Leader Reviewed:	Print: [Redacted]	Sign: [Redacted]	Time: 1857	Date: 17 JAN 15
Supervisor Reviewed:	Print: [Redacted]	Sign: [Redacted]	Time: 2035	Date: 17/1/15
Control Reviewed:	Print: [Redacted]	Sign: [Redacted]	Time: 20:43	Date: 17/1/15

Ensure Report includes: Who: Who was involved What: What happened Why: Why did it happen when: when did it happen How: How did it happen Actions: Actions you undertook Resolutions: What did you do to resolve the incident Notifications: Who did you notify about the incident

I was at the Supported Accommodation site at OPC1 where I was facilitating a telephone call between [Redacted] and their Mother who is in Darwin. The telephone call had to be delayed due to problems with the telephone and as I was packing up to leave [Redacted] said she wanted to talk with me. I sat down beside her and she said "I have not eaten or drank anything for 3 days". I asked her if this is part of a protest and she replied it is not, she just does not feel like eating. She then stated "I feel very dizzy and I would like to see a doctor". I spoke to security in Supported Accommodation and she radioed through to Whisky and asked him to come over. The Wilson's Whisky team member's name was [Redacted] [Redacted] advised he will go to see IHMS to see if he can get some medical support for her. I walked over with [Redacted] to IHMS and gave him some background details about the family and their situation. Approximately 10 minutes later I was walking past IHMS and saw [Redacted]. He advised me that IHMS had informed him that because [Redacted] is an IHMS Mental Health patient she will need to put a request in to see a doctor. He then advised he was going to see the Wilson's Behavioural Unit. Approximately 20 minutes later I again spoke to [Redacted] in the OPC1 tearoom and he advised that IHMS mental health would see [Redacted] and they will make a referral to a doctor if needed.

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- Action Taken:**
1. Informed Wilsons Security at 1525h ([Redacted])
 2. Informed Adult Case Manager Co-Ordinator
 3. Worked with Wilsons Security to facilitate medical support.
 4. Wrote I.R

ENTERED
SCA

Persons Involved		
Name:	Service Provider/Asylum Seeker ID	Involvement (POI, Victim, Witness)
[Redacted]	Save the Children	Witness
[Redacted]	[Redacted]	POI
[Redacted]	[Redacted]	Witness

NOTE: Threat self-harm & Assault Incidents involving minors (under 18) is classified as a Major Incident.
Actual self-harm Incidents involving minors (under 18) is classified as a Critical Incident.

Incident Report Form Managers/Coordinators Approval Checklist (v1.1)

- Name printed clearly
- Signed by staff member
- Time is correct
- Date is correct
- Incident time recorded
- Incident time & Report completed time is within the reporting timeframe
- Incident Type matches Incident Types listed in *Incident Report Matrix*
- If Incident does not fit into an Incident Type listed on the *Incident Report Matrix*, call Ops Manager
- Stakeholder involved Yes/No circled and is correct
- Primary Location recorded and correct
- Location Description recorded and correct
- Coordinator or Manager (not Senior) signs in Team Leader Reviewed section when IR review is complete
- Name printed clearly
- Coordinator/Manager signed
- Time is within the reporting timeframe (check 'Incident time', 'Report completed time', and 'Team Leader signed time')
- Date is within the reporting timeframe (check 'Incident time', 'Report completed time', and 'Team Leader signed time')
- Supervisor Reviewed & Control Reviewed sections left blank for Wilsons to complete
- Incident Report clearly states:
 - Who was involved
 - What happened
 - Why did it happen
 - When did it happen
 - How did it happen
 - What staff member did to resolve incident
- Incident Report states the facts (does not state writer's opinions)

Report Completed By:		Print	Sign:	Time:	Date:
Incident time:	Service Provider:				
Incident Type:	Risk Rating:				
Stakeholder Involved:	Minor Involved:	Yes / No			
Primary Location:					
Location Description:					
Team Leader Reviewed:	Print:		Sign:	Time:	Date:
Supervisor Reviewed:	Print:		Sign:	Time:	Date:
Control Reviewed:	Print:		Sign:	Time:	Date:

NOTE: Threat self-harm & Assault incidents involving minors (under 18) is classified as a Major Incident. Actual self-harm incidents involving minors (under 18) is classified as a Critical Incident.

Action Taken:	1.	2.	3.	4.

Persons Involved	Service Provider/Asylum Seeker ID	Involvement	(not write, unless)

- SCA written in "Service Provider" box
 - Information is NOT circled
 - Risk Rating correlates with *Incident Report Matrix* 'Category' column
 - If Risk Rating is Major or Critical, Ops Manager has been informed
 - Is incident a Threat of Self Harm involving a minor (child)? If yes, risk rating must be Major
 - Is incident an Assault involving a minor (child)? If yes, risk rating must be Major
 - Is incident an Actual Self Harm involving a minor (child)? If yes, risk rating must be Critical
 - Minor (child) Involved Yes/No circled and is correct
 - If Yes, Welfare Manager has been informed
 - Verbal report time is recorded as Action 1, ie: Verbally reported to Wilsons Command at 800am.
 - Verbal report time is within reporting timeframe
 - If incident involves a Minor (child), Welfare Manager notification time listed as Action 2.
 - Other Actions listed are correct
- Name of Manager/Coordinator: [Redacted]
- Signed: [Redacted]
- Date: 17 JAN 15
- Staff Member takes IR to Command/Control
 - Staff Member makes 2 photocopies of IR after Command/Control signs IR
 - Staff Member attaches this signed checklist to 1 IR copy and puts in SCA Admin Office "Copies of IR" in tray
 - Staff Member puts 2nd copy of IR in "Welfare Manager" In tray

- Name of Asylum Seeker/s and Service Providers are clear and match those written in body of IR
- IDs match Asylum Seeker names
- Name/s of Service Provider is clear
- Involvement clear (POI, Victim, Witness)
- Most current version of IR Form has been used