



# NRPC Incident or Information Report

(Admin Use Only)

WORS Ref:	
Control Ref:	
Related IR Ref:	
Other Ref:	

<b>Report Completed By:</b>	Print: [Redacted]	Sign: [Redacted]	Time: 1415	Date: 09/02/15
<b>Incident Time:</b>	1120-1200	<b>Service Provider:</b>	SCA	
<b>Incident Type:</b>	Non - Compliance	<b>Risk Rating:</b>	Information	Minor
<b>Stakeholder Involved:</b>	Yes	<b>Minor Involved:</b>	No	
<b>Primary Location:</b>	RPC 3			
<b>Location Description:</b>	Area 4 recreation tent 1 and 2			
<b>Team Leader Reviewed:</b>	Print: [Redacted]	Sign: [Redacted]	Time: 1415	Date: 9/2/15
<b>Supervisor Reviewed:</b>	Print: [Redacted]	Sign: [Redacted]	Time: 1420	Date: 9/2/15
<b>Control Reviewed:</b>	Print: [Redacted]	Sign: [Redacted]	Time:	Date:

**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

Case Worker [Redacted] went to the command post, area 4, at approximately 1120hrs to request an escort to see 2 clients, [Redacted] and her roommate [Redacted]. I asked The female Nauruan security staff member "can I please have an escort to see a client". She replied [Redacted] and pointed to the recreation tent behind the security post. I looked into the recreation tent and could not see any security personnel. I informed the security member at the command post that I could not see any security personnel and she repeated [Redacted] and kept pointing to the recreation tent. I looked again and saw what appeared to be a person laying on a camp bed which had 2 chairs in front of it in front of the television. I approached the person who was another Nauruan Security Officer. She appeared to be asleep so I said "Hello, hello... [Redacted]". When she woke I asked for an escort to see [Redacted] and [Redacted]. She replied "follow me" and I smelled what I believe was a strong odour of alcohol. She accompanied me to the tent to get [Redacted] and [Redacted] and then to the recreation tent. At the recreation tent she laid down on a mattress in front of the fan and appeared to go back to sleep. I was speaking to my clients and an Expat Security Guard whom I believe was called [Redacted] approached [Redacted] and asked her to leave. [Redacted] stayed the 2 minutes it took to conclude the interview and we walked back to the command post together. I remarked to [Redacted] that I believe [Redacted] smelled of alcohol and she replied "what can we do, the other one on the gate is the same. I spend half the day looking for them". I then exited the SAFS area and reported the incident.

- Action Taken:**
1. Reported to CMM 1201 hrs
  2. Started to write report 1205 hrs
  3. Wilsons Security Manager [Redacted] informed. 1210hrs
  - 4.

ENTERED

**Persons Involved**

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

Version 03-01-15

## 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)

### Incident or Information Report (Admin Use Only)

Report Completed By:	Print	Sign	Time	Date
Incident Time:	Print	Sign	Time	Date
Incident Type:	Print	Sign	Time	Date
Stakeholder Involved:	Print	Sign	Time	Date
Primary Location:	Print	Sign	Time	Date
Location Description:	Print	Sign	Time	Date
Team Leader Reviewed:	Print	Sign	Time	Date
Supervisor Reviewed:	Print	Sign	Time	Date
Control Reviewed:	Print	Sign	Time	Date

Action Taken:	1	2	3	4
Persons Involved:				
Name:				
Service Provider/Asylum Seeker ID:				
Involvement:				

NOTE: THREAT TO LIFE OF PATIENT & ASSAULT INCIDENTS MUST BE REPORTED TO THE MAJOR INCIDENT REPORT ACTION TEAM IMMEDIATELY. CONTACT: 0300-1111 (24/7) OR 0300-1111 (9-5) FOR CRITICAL INCIDENTS.

- Name of Asylum Seeker/s and Service Providers are clear and match those written in body of IR
- Does match Asylum Seeker names
- Name/s of Service Provider is clear
- Involvement clear (POL, Victim, Witness)

Most current version of IR Form has been used

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, i.e. Verbally reported to Wilsons Command at 8:00am.

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

Signed

Date

9/2/15

- Staff Member takes IR to Command/Control
- Staff Member makes 2 photocopies of IR after Command/Control signs form
- Staff Member attaches this signed checklist to 1 IR copy and puts in SCA Admin Office "Copies of IR" Intry
- Staff Member puts 2<sup>nd</sup> copy of IR in "Welfare Manager" Intry