



INCIDENT REPORTING PROCEDURE for CLIENTS

Karratha Community House Inc. (KCH) recognises that the health and safety of its clients is a priority and that if accidents or incidents do occur, they should be reported and investigated to ensure that the possibility of recurrence or further risk is minimised.

This Procedure guides clients on how to report workplace related injuries, incidents and illnesses that occur on KCH-leased or KCH-owned premises, and the process that staff will follow to investigate, report back, and implement corrective actions.

A Procedure for staff with details on how to report a staff incident, or how to investigate and close out an incident, can be found in *OHS04 – Incident, Injury and Illness Management Procedure for Staff*.

DEFINITIONS

Incident: An event which causes or could have caused injury, illness, damage to equipment, vehicles, property, material, or the environment or public alarm. It also includes, fire, explosions, chemical spills, non-compliance with environmental regulatory requirements, vehicle incidents and off-site incidents.

Involved person (IP): (Can be the injured or ill person, the person who causes damage, or the person who reports the incident which has the potential to cause injury, illness or damage).

CLIENT OR VISITOR INCIDENTS

All incidents that result in, or have the potential to result in, an injury or illness to clients or other visitors on KCH premises must immediately be reported to the KCH Operations Manager or other delegated staff on the day that the incident occurs.

The following steps shall be taken:

1. Report the incident to the KCH Operations Manager or other available staff member. Note: if the incident involves a minor and the parent/guardian is not present (i.e. during Ready, Set, School or Playtime), staff shall report the incident to the KCH Operations Manager.
2. If injured or ill, the IP shall be assessed by a qualified First Aid Officer to determine whether medical treatment is required.
 - a. If medical treatment is required, the KCH Operations Manager or other delegated staff shall ensure suitable arrangements are made for transport to a doctor or hospital and they accompany IP to doctor or hospital.
 - b. The KCH Operations Manager shall inform the parent or guardian (or emergency contact, if uncontactable) of a minor, if they are not present at the time of injury/illness.
3. Fill out the KCH *Incident and Injury Report Form* with all relevant details.
4. Where possible, and if it is safe to do so, preserve the scene until investigation is complete (i.e. do not move any equipment from its original position).

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Responsible person	KCH Operations Manager	Scheduled review date	30/04/2023



INCIDENT INVESTIGATION

KCH commits to ensuring that a full investigation is undertaken to determine the cause(s) of the incident, and that the most appropriate corrective action is taken to prevent recurrence.

The following steps shall be taken:

1. IP's parent/guardian(s) to complete out the "Incident Details" section of KCH *Incident and Injury Report Form* as soon as practical. If this is unfeasible, KCH Operations Manager shall complete the *Incident and Injury Report Form*.
2. The *Incident and Injury Report Form* and any other evidence (i.e. photos, medical documentation, witness statements etc.) is to be given to KCH Operations Manager.
3. The Operations Manager shall investigate incident, liaising with other staff as required.
4. The Operations Manager and investigation team shall present investigation findings and corrective actions to the KCH Board within 3 working days of the incident occurring. The Board may request further information or suggest further actions, or authorise the investigation outcomes to be shared with the IP's parents/guardians.
5. KCH Operations Manager shall submit the investigation findings and actions to IP's parents/guardians within 5 working days of the incident occurring.
6. The IP's parents/guardians may approve and sign off on the investigation findings and actions, or request further investigation. If the IP's parents/guardians request further investigation, this will be escalated to the KCH Board to complete.
7. Once the IP's parent/guardian signs off on investigation findings and actions, corrective actions are to be implemented, ideally within 15 working days of incident. Once actions are complete, they are to be recorded on KCH *Incident and Injury Report Form*.
8. The completed *Incident and Injury Report Form* must be retained and filed by the KCH Operations Manager.

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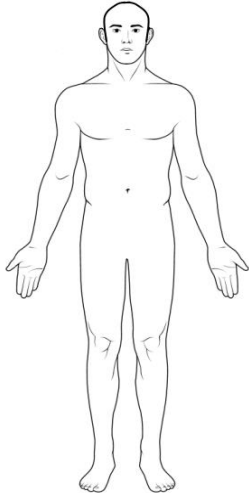
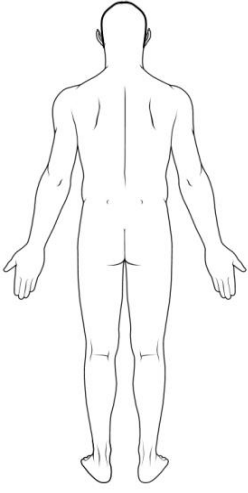


INCIDENT AND INJURY REPORT FORM

Injured/involved person's details			
Full name:			
Date of birth:	/ /	Age:	
Program participation:		Was parent present?	

Incident details			
Incident date:	/ /	Time:	: am / pm
Location:			
Details at the time of incident/injury: <i>(general activity at time of incident, what happened and how)</i>			

Nature of injury/trauma: *(please indicate where the injury is located on the body)*

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Action taken			
Details of action taken: <i>(including first aid, administration of medication. Fill out medication form and attach)</i> <hr/> <hr/> <hr/>			
Parent called at:	: am/pm	Child picked up at:	
Name of person(s) giving first aid treatment: <i>(must have a current first aid qualification)</i>			
First aider signature:		Date:	/ /
Name of witness:		Position:	
Signature of witness:		Date:	/ /

Parental acknowledgement			
I, <i>(name of parent/guardian)</i> _____ have been notified of my child <i>(name of child)</i> _____'s incident/injury.			
Signature:		Date:	/ /

Additional notes and follow-up actions
Have any steps been taken to prevent or minimise this type of incident in the future? Did emergency services attend? Did the child receive any further hospital medical attention? Please note all details. <hr/> <hr/> <hr/>

Details of person completing this record			
Name:		Position:	
Signature:		Date and time:	/ / at : am/pm

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Document Number	CL09	MODERATE RISK: Review every 2 years	Responsible Person	KCH Operations Manager	
Version	Reviewed by	Changes Made	Review Date	Approved By	Next Review Date
1.0	Vidya Thorby, Elise Gore	Procedure created for clients to understand how incidents are reported and investigated.	20/01/2021	KCH Chairperson	20/01/2023
1.1	Elise Gore	Updated role titles.	30/04/2021	Chairperson	30/04/2023

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