

Australian Capital Territory

Corrections Management (Incident Reporting) Operating Procedure 2019 (No 2)

Notifiable instrument NI2019-268

made under the

Corrections Management Act 2007, s14 (Corrections policies and operating procedures)

1 Name of instrument

This instrument is the *Corrections Management (Incident Reporting) Operating Procedure 2019 (No 2)*.

2 Commencement

This instrument commences on the day after its notification day.

3 Policy

I make this operating procedure to facilitate the effective and efficient management of correctional services.

4 Revocation

This instrument revokes the *Corrections Management (Incident Reporting) Operating Procedure 2019* [NI 2019-4].



Jon Peach
Executive Director
ACT Corrective Services
3 May 2019

OPERATING PROCEDURE	Incident Reporting
OPERATING PROCEDURE NO.	A2.1
SCOPE	Alexander Maconochie Centre

STATEMENT OF PURPOSE

To provide instructions to staff to ensure accurate, timely and detailed incident reporting and enable effective monitoring and management of incidents.

PROCEDURES

1. Definitions

Notifiable Incidents

- 1.1 An incident described in *Annex A - Notifiable Incident Categories of the Incident Reporting, Notifications and Debriefs Policy*.
- 1.2 Notifiable Incidents must always result in the Executive Director being notified within 60 minutes of the conclusion of an incident.

Incidents

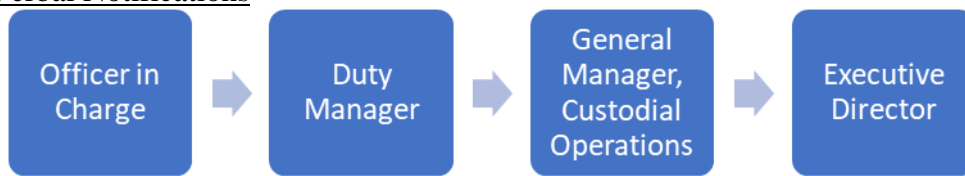
- 1.3 An incident is an event that may cause a threat to the personal safety of staff, detainees or others and/or presents a threat to the security of a correctional centre or safety of the community, and is not defined as notifiable.

2. Minimum Incident Reporting Requirements

- 2.1 Following an incident, an A2.F1: Incident Report Form must be completed by all staff involved, or who witnessed the incident.
- 2.2 Incident reports must be clear, concise, factual and must be completed as soon as practicable once the incident is concluded, other than where a staff member is required to leave the premises urgently prior to the end of the duty period.
- 2.3 The A2.F1: Incident Report Form should be completed in full, and use the 5WH approach:
 - When – the date and time of the incident
 - Where – the location of the incident
 - 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.
 - What – what occurred in sequence
 - Why – if known, the trigger for the event
 - How – how was the incident resolved or controlled.
- 2.4 An A2.F1: Incident Report Forms must be reviewed by the Officer in Charge (OIC) by close of business on the same day, ensuring all reports have been complete and that any immediate concerns have been addressed.

3. Notifiable Incidents

Verbal Notifications



- 3.1 The OIC must notify the Duty Manager of the incident immediately.
- 3.2 The Duty Manager must notify the General Manager of the incident immediately.
- 3.3 The General Manager must notify the Executive Director of the incident immediately.
- 3.4 Where contact cannot be made immediately on the first attempt the notification should be escalated to the next level without delay.
- 3.5 All attempted notifications and actual notifications must be recorded in the A2.F1: Incident Report Form.

Written Notifications

- 3.6 The OIC 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.
- 3.7 The email must be marked as urgent and the words 'Early Incident Notification' in the subject line.
- 3.8 All officers and staff involved in, or who witnessed the incident must complete and submit an A2.F1: Incident Report Form as soon as practicable, and in all instances prior to the end of the duty period.
- 3.9 Incident reports must be submitted to the OIC for review.
- 3.10 All A2.F1: Incident Report Forms must be reviewed by the Officer in Charge (OIC) on the same day, ensuring all reports have been complete and that any immediate concerns have been addressed.
- 3.11 The OIC and where required, other appropriate managers must complete the relevant sections of the A2.F2: Incident Summary and when the matter is finalised, provide the A2.F2: Incident Summary and associated Incident Reports to AMC Executive Support.
- 3.12 AMC Executive Support must submit the A2.F2: Incident Summary and associated A2.F1: Incident Report Forms to #ACTCSoperationalcompliance@act.gov.au within 2 days of the incident occurring for all notifiable incidents.
- 3.13 Any use of force reporting must be completed as per the Use of Force Operating Procedure.

4. ACT Policing Notifications

- 4.1 In the event ACT Policing attendance is required, the OIC must ensure ACT Policing have been notified to attend.
- 4.2 The OIC must notify the Intelligence and Integrity Unit that ACT Policing attendance was required.

5. Next of Kin

- 5.1 Where a detainee has a serious injury or illness or been admitted to a health facility, the OIC must notify a detainee's next of kin as soon as practicable.

- 5.2 For Aboriginal and Torres Strait Islander detainees, the OIC will confirm whether an Indigenous Liaison Officer (ILO) is on duty prior to notification under section 5.1. Where available, the OIC will direct the ILO to make the notification.
- 5.3 The OIC and/or ILO must record details of the notification on the detainee's electronic record system.
- 5.4 Where any of the following detainees do not have a nominated next of kin, the OIC must make the relevant notifications:
 - a. for foreign nationals, the relevant embassy or consulate;
 - b. for detainees under the care of the Public Advocate, the Public Advocate.

6. Death in Custody

- 6.1 The OIC must notify ACT Policing within 30 minutes of a death in custody being confirmed by a medical practitioner and provide the detainee's next of kin details.
- 6.2 For Aboriginal and Torres Strait Islander detainees, the OIC will inform ACT Policing that the ILO can assist in attending the next of kin notification.
- 6.3 Where a detainee does not have a nominated next of kin, the OIC must inform ACT Policing and the General Manager of this, and telephone the Public Trustee of the ACT on 6207 9800 to inform them of the death in custody.

7. Post Incident Debriefs

Hot Debrief

- 7.1 A hot debrief will be conducted in the immediate aftermath of every incident and will be chaired by the OIC or higher according to a decision of the General Manager.
- 7.2 All staff involved in the incident should be in attendance of the hot debrief.
- 7.3 Where there are staff who wish to attend but are unable, the OIC will follow-up individually or as a group.
- 7.4 The hot debrief must:
 - Establish any immediate concerns and address any immediate wellbeing issues
 - Focus on reassurance, information sharing, normalisation and staff support
 - Not be used as an opportunity to apportion blame or to pre-judge any review outcomes.
- 7.5 The OIC will complete an A2.F3: Hot Debrief Report and provide to Operational Compliance via email to #ACTCSoperationalcompliance@act.gov.au immediately after the hot debrief concludes.

Formal Debrief

- 7.6 A formal debrief will be conducted upon direction of the General Manager or Executive Director and must occur within 14 days of the incident occurring.
- 7.7 The General Manager or above will chair a formal debrief.
- 7.8 The formal debrief must:
 - Examine an incident in its entirety
 - Work through the incident as it occurred
 - Consider how the incident was managed
 - Identify and address any concerns
 - Identify and address any concerns from the incident.

- Identify opportunities for continuous improvement, including changes to policy and in particular the *ACTCS Emergency Management Framework*.
- 7.9 The chair must complete an A2.F4: Formal Debrief Report and provide to Operational Compliance via email to #ACTCSoperationalcompliance@act.gov.au as soon as possible after the formal debrief concludes.
- 8. Reporting of Suspected Misconduct and/or Potential Criminal Activity by Staff**
- 8.1 Any incident relating to suspected or actual staff misconduct, whether on duty or off duty, must be referred directly to the Intelligence and Integrity Unit as soon as practical after a staff member becomes aware of the suspected misconduct or potential criminal activity.
- 8.2 The report must be submitted to the Intelligence and Integrity Unit via the Integrity Reporting Tool on SharePoint or via ACTCS-integrity@act.gov.au, or to the Executive Director.
- 9. Security Information Reports**
- 9.1 Officers and other staff must submit a Security Information Report where they identify any activity that appears abnormal or out of place within their working environment.
- 9.2 Reports should be timely, factual, transparent and as detailed as possible to permit further investigation as may be necessary.

RELATED DOCUMENTS AND FORMS

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



Jon Peach
Executive Director
ACT Corrective Services
3 May 2019

Document details

Criteria	Details
Document title:	Corrections Management (Incident Reporting) Operating Procedure 2019 (No 2)
Document owner/approver:	Executive Director, ACT Corrective Services
Date effective:	The day after the notification date
Review date:	3 years after the notification date
Responsible Officer:	General Manager Custodial Operations
Compliance:	This operating procedure reflects the requirements of the <i>Corrections Management (Policy Framework) Policy 2019</i>

Version Control			
Version no.	Date	Description	Author
V4	April-19	Update	L Kazak
V3	January-19	Update	L Kazak
V2	August-18	Update	A Campbell
V1	June-18	First Issued	A Campbell