

Australian Capital Territory

Corrections Management (Incident Reporting, Notifications and Debriefs) Operating Procedure 2020

Notifiable instrument NI2020-643

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, Notifications and Debriefs) Operating Procedure 2020*.

2 Commencement

This instrument commences on the day after its notification day.

3 Operating procedure

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 (No 2)* [NI 2019-268].



Jon Peach
Commissioner
ACT Corrective Services
28 September 2020



OPERATING PROCEDURE	Incident Reporting, Notifications and Debriefs
OPERATING PROCEDURE NO.	A2.1
SCOPE	Alexander Maconochie Centre and Court Transport Unit

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 Commissioner 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, clients or others and/or presents a threat to the security of a correctional centre or safety of the community.

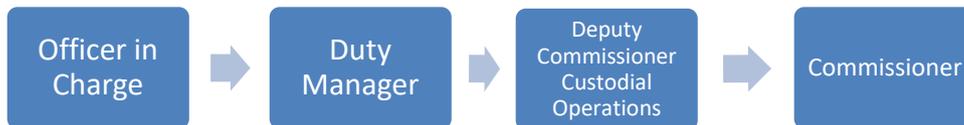
2. Minimum Incident Reporting Requirements

- 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 must 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. All A2.F1: Incident Report Forms must be reviewed by the Officer in Charge (OIC) by close of business on the same day.
- 2.5. The OIC and where required, other appropriate managers must complete an A2.F2: Incident Summary where required under the Annex A - Notifiable Incident Categories.
- 2.6. When finalised, the A2.F2: Incident Summary and associated Incident Reports should be provided to AMC Executive Support by the next business day.

- 2.7. 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. Any use of force reporting must be completed as per the *Use of Force Operating Procedure*.

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 Deputy Commissioner Custodial Operations (DCCO) of the incident immediately.
- 3.3. The DCCO must notify the Commissioner of the incident immediately.
- 3.4. Where contact cannot be made immediately on the first attempt the notification must be escalated to the next level without delay.
- 3.5. All attempted notifications and actual notifications must be recorded in the *A2.F2: Incident Summary 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.

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, by email, 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 and been admitted to a health facility or according to the direction of the Duty Manager or above, 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 and on the *A2.F2: Incident Summary Form*.
- 5.4. Where any of the following detainees do not have a nominated next of kin, the OIC must make the relevant notifications:
- for foreign nationals, the relevant embassy or consulate; or

- 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 and the ACT Coroners Court whether 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 DCCO of this, and telephone the Public Trustee of the ACT on 6207 9800 to inform them of the death in custody.
- 6.4. The General Manager (GM), DCCO or Commissioner will attend the notification where possible.

7. Post Incident Debriefs

Hot Debrief

- 7.1. A hot debrief will occur following the response to an incident that meets the following criteria:
 - a. a physical injury to a staff member;
 - b. suicide attempt or death in custody;
 - c. detainee assault on staff;
 - d. detainee assault on detainee;
 - e. any event that would reasonably be expected to traumatise or adversely impact staff wellbeing; or
 - f. any event that presents a significant threat or risk to staff members.
- 7.2. The relevant Area Manager or OIC will chair a hot debrief in the immediate aftermath of an incident.
- 7.3. Where the Area Manager or OIC has been involved in the incident, they are responsible for informing the Duty Manager that an alternative chair is required for the hot debrief to occur.
- 7.4. All staff involved in the incident should attend the hot debrief.
- 7.5. Where there are staff who wish to attend but are unable, the OIC will follow-up individually or as a separate group.
- 7.6. 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.
- 7.7. The relevant manager will complete an *A2.F3: Hot Debrief Report* and provide to Quality Assurance via email to #ACTCSoperationalcompliance@act.gov.au immediately after the hot debrief concludes. This should occur prior to Divisional Executive signing.

Formal Debrief

- 7.8. A formal debrief will be conducted when there has been a:
 - a. serious assault;
 - b. death in custody;
 - c. death of a staff member in the workplace;

- d. escape;
 - e. act of concerted ill-discipline; or
 - f. hostage situation.
- 7.9. Staff members may also request a formal debrief for an incident where they believe there are unresolved issues, or those requiring further consideration.
- 7.10. Formal debriefs for incidents under 7.8 will be chaired by the GM, DCCO or Commissioner and should occur within three to seven days of the incident.
- 7.11. For incidents not listed in 7.8 or where requested under 7.9, a formal debrief may be chaired by a Senior Director or above at the request of the DCCO or Commissioner.
- 7.12. 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*.
- 7.13. The Chair must complete an *A2.F4: Formal Debrief Report* and provide to Quality Assurance via email to #ACTCSoperationalcompliance@act.gov.au within two business days.

8. Security Information Reports

- 8.1. Staff are required to submit a Security Information Report to report observations, associations and information that could present a risk to ACTCS, community safety, or the safety of any person. Staff can make a report without an incident having occurred.
- 8.2. Security Information Reports are not generally provided to line managers and should not be submitted in the place of an *A2.F1: Incident Report Form*.
- 8.3. Reports should be timely, factual, transparent and as detailed as possible to permit further investigation as necessary.

RELATED DOCUMENTS AND FORMS

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

Corinne Justason
Deputy Commissioner Custodial Operations
ACT Corrective Services
28 September 2020

Document details

Criteria	Details
Document title:	Corrections Management (Incident Reporting, Notifications and Debriefs) Operating Procedure 2020
Document owner/approver:	Deputy Commissioner Custodial Operations, ACT Corrective Services
Date effective:	The day after the notification date
Review date:	3 years after the notification date
Responsible Officer:	Senior Director 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