

Incident Reporting Procedure

Essential Summary:

Audience:

- All YJNSW employees - as a participant, victim or witnesses to an incident
- Youth Justice Conference Convenor- as a participant, victim or witnesses to an incident
- **Incident Supervisor** refers to the supervisor or manager who was supervising the incident participants at the time
- Unit Managers, Assistant Unit Managers, Shift Supervisors as Incident Supervisors
- Duty Manager, Assistant Managers (YJCO), Assistant Managers (YJC), Centre Managers,
- Area Managers - as Incident Supervisors or 1st, 2nd or 3rd approving officers
- **When to use this procedure:**

Use this procedure after an incident occurs at a Youth Justice Centre or Community Office, when the immediate risk is no longer present to ensure effective reporting and recording of the incident.

Printed or saved copies of this document may not be up to date. Please check in the [Operations Manual \(TOM\)](#) to ensure you have the latest version before using this document.

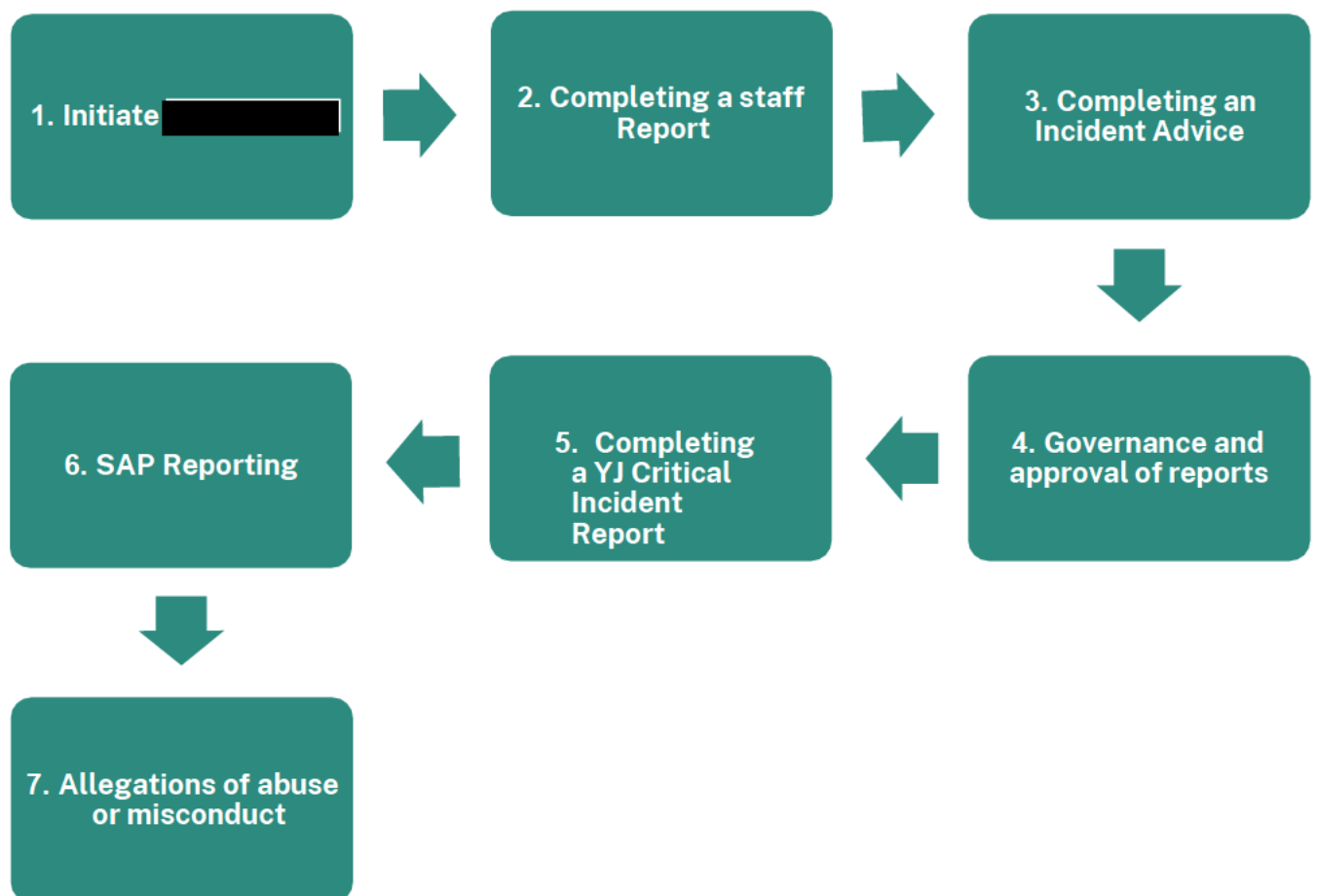


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1 Purpose

The purpose of this procedure is to provide steps for employees to complete factual, detailed incident reports in line with the requirements of the Incident Management Policy: Reporting, Debrief and Review.

2 Process Map



3 Procedural Steps

Step 1- Initiate [REDACTED] Incident Report ↓

Responsibility: Incident Supervisor: Assistant Manager or higher(Community); Unit Supervisor or higher (Custody)

Tasks

[REDACTED]

[REDACTED]

Identify all young people involved in event as incident participants and their role e.g. perpetrator, victim, witness.

[REDACTED]

[REDACTED]



Step 2 – Completing a Staff Report

Responsibility: Employees - as a nominated participant, witness or victim

Tasks

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Remember that Youth Justice reports are legally obtainable documents and must always be written factually, objectively and consistently.

Write the report in short sentences, paragraphs or dot point and avoid using jargon, technical or specialised terms without a clear explanation.

Never use discriminatory or emotive language. Complete all sections required in thereport

[Redacted]

Do not copy and paste from someone else's report.

[Redacted] et (refer to section 5 of the *Incident Management Policy*) save and finalise the report.

Responsibility: Youth Justice Convenor

Tasks

[Redacted]

[Redacted] will upload your report into the Client Information Management System on your behalf.

Step 3 – Completing an Incident Advice

Responsibility: Incident Supervisor

Tasks

[Redacted]

[Redacted]

[Redacted]

[Redacted]

1
1

[Redacted text block]

Enter the names of relevant internal and external stakeholders or agencies contacted and the outcomes.

[Redacted text block]

Step 4 – Governance and approval of reports

Responsibility: 1st Level Approving Officer (Custody) may apply to the Unit Manager or higher. 1st Level Approving Officer (Community) can be the Area Manager however is preferably another Assistant Manager due to a 2nd Level Approval being required

Tasks

[Redacted text block]

[Redacted text block]

Responsibility: 2nd Level Approving Manager is the direct supervisor of the first level approver:

Tasks

[Redacted text block]

Responsibility: 3rd level approving manager when required

Tasks

[Redacted text block]



Step 5 – Completing a YJ Critical Incident Report

Responsibility: Centre / Area manager

Tasks

- [Redacted]
 - [Redacted]
 - [Redacted]
 - [Redacted]
- [Redacted]



Step 6 SAP Reporting

Responsibility: All employees

Tasks

Reporting: WHS hazard, near miss incident or injury

If you have sustained an injury or near miss incident or wish to report a hazard that has the potential to cause injury or damage, report injury to your direct supervisor.

- [Redacted]
- [Redacted]
- [Redacted]



Step 7 – Allegation of abuse or misconduct

Responsibility: All employees

Tasks

When a young person starts to disclose an allegation of abuse or misconduct, advise the young person of the limits of confidentiality; while still being sensitive to their situation.



4 Supporting documents:

This procedure is supported by the following documents:

Legislation

Children (Detention Centres) Act 1987

Children (Detention Centres) Regulation 2015

Children's (Criminal Proceedings) Act 1987

Children and Young Persons (Care and Protection) Act 1998

Children (Community Services Orders) Act 1987

Work Health and Safety Act 2011 No 1.

Young Offenders Act 1997

Children's Guardian Act 2019

Policy

Incident Management

Child Safety and Mandatory Reporting

Use of force, Protective Equipment and Instruments of Restraint

Related Procedures

Child Safety and Mandatory Reporting

ProcedureSelf-Harm and Suicide

Use of

Force

Segregation

Use of Instruments of Restraint

Forms

[Redacted list of forms]

Resources

Process for completing a Mandatory Report, Reporter Guidelines

5 Document Information

Title:	Incident Reporting Procedure
Business Centre:	Operations Unit
Author:	Senior Project Officer
Approver:	Director, Policy and Practice
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6 Document History

Version	Date	Reason for Amendment
10.0	March 2022	Updated to include Critical Incident Management Framework and Escalation Pathway.
0.9	30 August 2019	Update in line with ICS recommendation 23.3 to include section 5 information from the Incident Management Policy.
0.8	1 August 2015	Incident Reporting policy released in March 2014. ProcedureX-streamed updated to reflect procedure.
0.7	8 March 2012	The Work Health and Safety Act 2011 and Regulations has commenced. Replaced all references to OHS with WHS, including link 'reporting a WHS hazard, incident or injury'
0.6	26 August 2011	Adjust Section and Clauses to current legislation and addlinks to procedures for Acts and Regulations.
0.5	27 January 2011	Staff report all WHS incidents, injuries & near misses online
0.2	January 2011	Specialist Crisis Team no longer operational.
0.2	January 2011	Children (Detention Centres) Regulation 2010. Updated legislation references

0.1	September 2009	All Juvenile Justice Centre Procedures have been changed to reflect the staffing restructure within Juvenile Justice Centres. Position of Unit Coordinator deleted and replaced with Shift Supervisor or Assistant Unit Manager.
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