



# Recording an incident – key details work tool



All incidents that take place at your service must be documented in your IMS, and some of these incidents will also need to be reported to the Aged Care Quality and Safety Commission.

You can use this checklist after an incident has happened, to make sure that you have captured all the key information and details required.

You can also use it for training to help your team understand what information they need to gather during and after an incident so that it can be correctly recorded. Using this document for training will help you identify if everyone knows what their role and responsibilities in incident management is, so you are prepared for the next incident.

Recording requirements			
I can demonstrate I have:	Yes	No	N/A
<b>1. Provided sufficient details of the incident or allegation</b>			
• a description of the incident			
• the time, date and location (if known) the incident occurred			
• the time and date the incident was identified			
• whether the incident is reportable			
• if the incident is reportable, and if so, the type of incident (to help identify patterns or common occurrences)			
• a description of the harm caused (or that could reasonably have been expected to have been caused) to each person affected by the incident and the consequences of that harm (if known).			

<b>Recording requirements</b>			
<b>I can demonstrate I have:</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>
<b>2. Outlined who was involved in the incident</b>			
• the names and contact details of the people involved in the incident			
• the names and contact details of witnesses (if applicable)			
<b>3. Provided my name or the person's name who reported the incident</b>			
• the name, contact details and position of the person making the record			
<b>4. Managed the response to the incident</b>			
• what occurred after the incident?			
• actions taken in response to the incident, including support or assistance to care recipients involved			
• what you have done to resolve the incident?			
<b>5. Consulted with key parties and third parties, as required / to be notified</b>			
• details of consultations with care recipients affected by the incident (and the care recipients' representatives where appropriate)			
• details of consultations with those who witnessed the incident			
• whether the affected care recipients have been provided with any reports or findings regarding the incident			
• whether you have notified police or reported the incident to any other authorities (if applicable)			

## Recording requirements

I can demonstrate I have:

Yes

No

N/A

### 6. Completed an assessment and investigation with actions

- initial assessment of what took place during and after the incident
- if you have undertaken an investigation, (include details and outcomes of the investigation)
- identified areas for change or improvement, based on the assessment or investigation of the incident

### 7. Identified links to or made a note of other related incidents

- identified previous incidents that may be linked
- asked - is this part of an incident pattern?

### 8. Managed actions implemented to date

- what you have done to improve internal systems, processes and practices to better address, prevent or mitigate incidents of this nature from occurring in future?

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