

Scouts SA

Reportable Incident Policy & Procedures[©] 2013

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1 Introduction

Scouts Australia (SA Branch) comprises an extensive and geographically dispersed volunteer structure which operates mostly outside normal business hours as well as a range of small to medium business enterprises. Given the size and scope of these components of the organisation in South Australia, and the need for the principles of the organisation to become aware of any major occurrences (both during business hours and outside these hours) in a timely fashion, it is important that 'Scout Managers' (all volunteer and business managers as defined at paragraph four) understand which incidents are considered immediately 'reportable' and those which may wait until the next working day as well as the process for reporting those incidents.

In recognising that Scouts Australia (SA Branch) exists to positively contribute to the physical, mental, social and spiritual development of young people through a Scout program which operates mainly outside of normal business hours, it is important that 'reportable' incidents be communicated to the level necessary in a timely fashion so that:

- follow-up assistance for individuals or further response to the incident can be directed if necessary;
- immediate, wider action can be taken to prevent reoccurrence, if identifiable;
- reports can be made to a relevant authority and/or to Scouts Australia (SA Branch) insurance and legal advisors;
- nominated Branch persons may be advised in advance of any resultant or likely media interest; and
- the Association's policies and procedures may be reviewed if necessary.

2 Objectives

The objective of this policy is to provide all 'Scout Managers' with a clear understanding of the Scouts Australia (SA Branch) requirement for incident reporting. Accordingly, the policy:

- defines the types of incidents which require immediate reporting and those which are considered more routine; and
- details the specific reporting procedures required for all incidents which occur during and outside normal working hours.

3 Policy Statement

Scouts Australia (SA Branch) needs to respond to significant incidents in a consistent and appropriate manner regardless of the time or the circumstances in which they occur. To this end, all 'reportable' incidents, as defined, are to be reported using the procedures detailed herein.

4. Scope of Policy

This reporting policy applies to all 'Scout Managers' of the Association in South Australia. It also applies to incidents that may occur outside the State in the course of conducting youth activities or business operations in other Australian States and Territories or Overseas (example: a 'reportable' incident occurring within a South Australian contingent to a Jamboree held in Victoria - a reporting chain may be in place for the Jamboree, however, the South Australian Branch Headquarters will also need to be advised by the reporter so that the Branch may consider the items contained in the introduction paragraph in a timely manner).

A 'Scout Manager' within the context of this policy is defined as:

- any leader, commissioner or volunteer helper of the Association, and
- any manager of the Association's business's (including the managers of each business sub-entity, Wardens etc) as well as all Branch Headquarters managers.

The requirements of this policy do not in any way diminish the authority inherent in the respective volunteer and business 'chains-of-command'. It is acknowledged that the implementation of certain aspects of this policy may potentially result in a "more informed" senior network, but this result is only intended for the purposes listed in the introduction and then only with regard to 'reportable' incidents. It will remain the prerogative of any 'Scout Manager' to determine what actions are necessary as the issue passes up the information chain (as required).

The procedures contained in this document are the minimum required by the Branch and Scout Managers at all levels can prescribe additional requirements provided this minimum standard is met and reporting is not slowed.

This policy replaces any other Branch requirement for incident reporting.

5. Definition of a 'Reportable' Incident

It is appreciated that many incidents occur every day as part of routine Scouting activity (youth program activity as well as business operations). While some incidents may be more significant than others, this does not mean that they are immediately 'reportable' to the highest Branch level.

Similarly, it is clearly not practical to list every conceivable incident or combination of criteria for categorisation as immediately 'reportable' or otherwise. Therefore, the following definitions are designed to present a simple set of criteria that can be used by all Scout Managers in making the decision to either report an incident to the next highest level **immediately**, or, report an incident to the next highest level the next working day.

In any case, a guiding principle is that if you are in doubt about making a report, contact the next highest Scout Manager and ask for guidance.

An incident is considered to be an **immediately 'Reportable' incident** if it falls within the following criteria:

- An incident that **involves fatality, serious injury or is life threatening** to any participant in a Scout activity (youth program or business activity). Even if a person dies naturally, this is still reportable.
- A **child protection** issue involving sexual abuse.
- An incident that involves **significant loss or damage of Scout property** (fire, storm, theft etc).
- An incident that is drawing (or likely to draw) **negative media** attention.
- Any WHS related Incident.

For **Work Health & Safety (WHS)** purposes, a reportable (or dangerous incident) includes:

- **An incident that** exposes a worker or other person to a serious risk to a person's health or safety emanating from an immediate or imminent exposure to an uncontrolled escape, spillage or leakage of a substance; an uncontrolled implosion, explosion or fire; an uncontrolled escape of gas or steam, an uncontrolled escape of a pressurised substance; electric shock; the fall or release from a height of any plant, substance or thing (including falls into open pits or trenches); the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with the regulations; the collapse or partial collapse of a structure; the collapse or failure of an excavation or of any shoring supporting an excavation; the inrush of water, mud or gas in workings, in an underground excavation or tunnel; the interruption of the main system of ventilation in an underground excavation or tunnel.

For **Work Health & Safety (WHS)** purposes, a 'serious illness' or 'serious injury' includes:

- **Serious Injury.** An injury requiring immediate treatment as an in-patient (that is 'admitted' to) a hospital. An injury requiring immediate treatment (as an inpatient or not) for an amputation, a serious head or eye injury, a serious burn, a separation of skin from underlying tissue, a spinal injury, the loss of a bodily function, serious lacerations, or medical treatment within 48 hours of exposure to a substance.
- **Serious Illness.** Any medically diagnosed infectious disease that is reliably attributable to carrying out work, including work with micro-organisms, that involves providing care or treatment to a person, that involves contact with human blood or body substances, or that involves handling or contact with animals, animal hides, skins, wool or hair, animal carcasses or animal waste products. Medically diagnosed Q fever, anthrax, leptospirosis, brucellosis, Hendra virus, avian influenza or psittacosis. In the case of a serious injury or illness, it does not matter whether a person actually received treatment, just that the injury or illness could reasonably be considered to warrant such treatment.

All 'reportable' incidents are to be reported immediately (page 5) as opposed to 'other' incidents which may be reported the next working day (if after hours) or routinely. IN ACCORDANCE WITH THE SCOUTS AUSTRALIA (SA BRANCH) WHS POLICY FRAMEWORK, AND TO EASE THE DECISION-MAKING BURDEN REGARDING "WHS" INCIDENT REPORTING, THE BRANCH REQUIRES THAT ALL WHS MATTERS BE REPORTED AS SOON AS POSSIBLE.

Within the context of 'other' incidents (those which do not require 'immediate' reporting), there will be incidents that require a report or notification to the Branch Headquarters, or next higher Scout level as soon as possible so that administrative action can be undertaken. Examples of these include minor injury, damage or loss that could translate into a claim for compensation, repair invoice or loss adjustment at a later time. As a guide, any incident which requires a Scout Manager to make a police report should be reported to the Branch Headquarters. Similarly, an incident report (eg, reporting a child protection issue - not of a sexual nature) should be reported to the relevant authorities as soon as possible.

'Other' situations worthy of reporting may also include observations of 'unsafe practise' or situations that have the potential to cause harm or loss in the future. These should be reported to the next highest Scout Manager for assessment and treatment.

In the reporting of 'other' incidents, accepted judgement should prevail, however, if any doubt exists, the next highest Scout Manager should be consulted.

6. Reporting Procedure

'Reportable' incidents (INCLUDING ALL WHS MATTERS) are to be reported immediately to the next Scout Manager in the reporting chain [and also directly to the Branch HQ](#) (through to the CEO and Chief Commissioner). If the next Scout Manager cannot be contacted within a short period of time, the next highest Scout Manager is to be informed. For the purpose of this policy, the term 'working day' is defined as Monday to Friday 9am to 5pm CST (excluding South Australian public holidays or Headquarter closures as advised).

The 'Scout Activity' reporting chain typically takes the following form:

- Incident – Group or Section Leader – District Commissioner – Chief Commissioner/CEO/Branch HQ Contact, or
- Incident – Leader-in-Charge – Commissioner Responsible for Activity/District Commissioner – Chief Commissioner/CEO/Branch HQ Contact.

The 'Business Activity' reporting chain is as follows:

- Incident – Line Manager – Business Manager – CEO, or
- Incident – HQ Manager – CEO

Working Day: In the case where a reportable incident occurs during a working day, the reporting Scout Manager should advise the next Scout Manager in the reporting chain and contact the Scout Headquarters on **(08) 8130 6000**. The Scout Headquarters will contact the Chief Commissioner and the Chief Executive Officer.

After Working Hours: If the reportable incident occurs after hours, the initial reporter should advise the next Scout Manager in the reporting chain and also immediately phone the Scouts Australia (SA Branch) Incident Reportline on **(08) 8378 2412**. The Scouts Australia (SA Branch) Incident Reportline 'operator' will take your contact details and subsequently alert the first contactable Branch representative from a list of senior notifiable persons. This list includes the Branch Chief Commissioner and Chief Executive Officer who may need to contact the incident reporter directly.

Routine Incidents: All other incidents, for example, those involving minor injuries or less-significant property loss or damage (under approx \$20,000) should be reported through the reporting chain by the next working day. Many of these incidents need to be reported to the Branch Headquarters for insurance and WHS purposes but this does not mean the incident is classified as a 'Reportable' incident with the associated 'Reportable' incident urgency.

A reference guide for incident reporting is attached as Appendix A.

7. Incident Report Form

Who: In all cases, an Incident Report Form (one, standard format which covers 'Reportable' incidents and routine incidents) should be raised by the Scout Manager making the report at the earliest opportunity after the incident. This form is attached as Appendix B to this policy and is to be completed and forwarded to Branch Headquarters marked Attention for the Branch Administration Manager, Scouts Australia (SA Branch). The Branch Administration Manager will direct the form to the appropriate Branch Headquarters Manager for further action as required. Importantly, it should be noted that the requirement to submit a form pertaining to any incident should not slow the verbal reporting requirement for 'Reportable' incidents.

In the case where numerous 'Scout Managers' (or a combination of both volunteer members and Association staff) are present at a 'Reportable' incident scene, the senior managers present are to determine the responsibility for reporting.

What: For routine incidents (other than 'Reportable' incidents and those incidents which may result in future claims etc) there is no need to complete a form. For these incidents, reporting may stop at any point in the reporting chain (example: at District Level if the issue is addressed at that level). **An incident report form to the Headquarters, is mandatory, for all 'Reportable' incidents.** Reports involving accidents/injury and damage will invariably have inherent insurance and legal implications and should not be stopped at any level in the chain. An 'incident' involving a dispute between members for example may be dealt with at the District level and not forwarded to Branch Headquarters.

When: An Incident Report Form is to be completed as soon as it is reasonably practicable after the incident (or the reporter becoming aware of the incident) and forwarded to the next highest Scout Manager in the reporting chain. In the case of 'Reportable' Incidents verbal advice should always take precedence over the time taken to complete the form.

Note: The three previous Branch forms entitled "*Notification of Accident/Incident*", "*Injury Report Form*" and the "*Incident Report Form*" are now combined into one standard form shown at Appendix B.

8. Relationship With Other Scouts Australia (SA Branch) Policies

Scouts Australia (SA Branch) maintains a Child Protection Policy which contains a specific requirement to report observed or suspected child abuse via the Child Abuse Reportline on 131 478. In such cases, a separate, confidential and anonymous (if elected) written report by the 'notifier' to Branch Headquarters entitled "Scouts Australia

(SA Branch) Incident Report (Child Protection)” is required (Appendix C). This form is only viewed by the Branch Volunteer Support Manager, the Chief Commissioner and CEO.

Nothing in this policy overrides the requirement for this confidential form. If, for example, a ‘Reportable’ incident is reported by telephone as per paragraph six, on the basis that it involves a ‘child protection issue of any nature’, the form at Appendix C should be completed in preference to the more general ‘Incident Report Form’.

Information obtained in any report provided to Scouts Australia (SA Branch) will be treated in accordance with the Branch Privacy Policy © 2002.

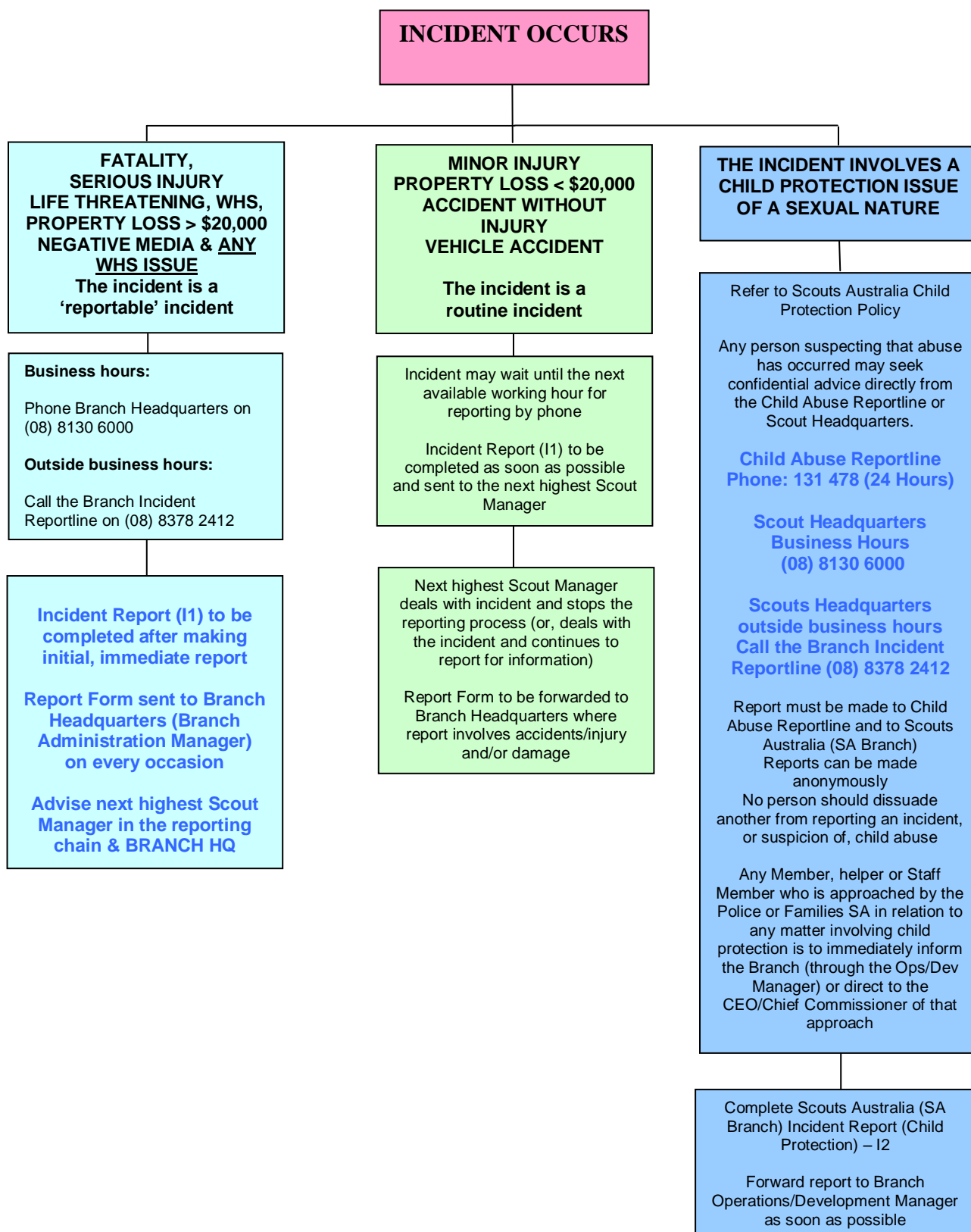
9. Branch Reporting

Scouts Australia (SA Branch), will advise the National Office (through, and at the discretion of the Chief Commissioner, or, the Chief Executive Officer) of any ‘Reportable Incidents’. The Branch may also subsequently report matters to State or Federal authorities as obliged under Legislation or regulations and also, at its sole discretion.

10. Policy Review

This policy is issued by the authority of the Scouts Australia (SA Branch) Executive Committee (BEC). The BEC will review this policy regularly and promulgate to all staff and volunteers through the CEO.

Appendix A: Reporting Procedure



Appendix B: Scouts Australia (SA Branch)

I1 Incident Report Form

Use of this Form

This form is to be completed by a 'Scout Manager' for any 'Reportable' or Routine incident that occurs in the course of a Scouting activity in accordance with the Scouts Australia (SA Branch) Reportable Incident Policy and Procedures © 2005.

Should the incident involve an accident, please note that no liability is to be admitted.

Details of Injured Person

Family Name			Given Names		
Formation				Appointment	
Address				State	
Suburb				Postcode	
Home Phone		Work Phone		Mobile	
Email					

Details of Reporting Person

Family Name			Given Names		
Formation				Appointment	
Home Phone		Work Phone		Mobile	

Details of Scouting Activity – Youth Program or Business

Activity Name					
Person in Charge					
Location					

Details of Incident

Date					
Time					
Location					
Description of Occurrence					
Include as applicable: Accident details, Injuries sustained, Person providing First Aid, Property Lost or Damaged, Complaint Received					

Details of Other Parties involved, including witnesses

Include as applicable: Names, Contact Phone Numbers, Addresses and Vehicle Numbers.					

Receipt by next highest 'Scout Manager'

Name			Appointment		
Signed			Date		

Use of this Form

In accordance with Scouts Australia (SA Branch) Child Protection Policy, all incidences of child abuse or suspected child abuse (including those involving Scout members, helpers and staff, or external to 'Scouting' are to be reported directly to Families SA by phone and reported to Scouts Australia (SA Branch) Headquarters.

This form is to be filled out by the person making the report and dispatched by the quickest means possible to the Branch Operations/Development Manager at Scout Headquarters. In order to retain strictest confidentiality, the 'notifier' should phone Scout Headquarters before sending this form.

Under no circumstances should any attempt to dissuade another person from making a notification, or delay a notification to Families SA.

If the person making the report is concerned about reporting to CYFS, Scouts Australia (SA Branch) HQ is able to assist. Please contact the Operations/Development Manager or the CEO on 8130 6000.

Report Details

Name of Person making report (not mandatory – if given, name is protected by law)			
Has Families SA been notified?	YES	NO	Date of Report
Name of person suspected			

Report Observations

Please record what has been observed or what information has been received, by whom, when, where and who else may have been effected
How did the person making the report become aware of this situation?

Actions

CEO / Operations/Development Manager		Date	
HQ Action			

Appendix D

After Hours Incident Report-Line Card” (Credit Card Sized for Leaders/Commissioners and Staff)



The incident report line should only be used for incidents that are deemed immediately reportable as outlined below:

- an incident that involves a fatality, serious injury or is life threatening to any participant in a Scout activity
- a child protection issue involving suspected sexual abuse (Child Abuse Report Line 13 14 78)
- an incident that involves significant loss of Scout property (fire, storm, theft, etc)
- an incident that is drawing (or likely to draw) negative media attention

*For a full copy of the Reportable Incident Policy,
visit www.myscout.sa.scouts.com.au*