



Mental Health Commission
Guidelines for Notifiable Incidents

These Guidelines outline the requirements for Community Managed Organisations (CMOs) funded by the Mental Health Commission (MHC) to report notifiable incidents to MHC in a reasonable timeframe.

Additionally, these Guidelines are an introduction to completing the **new Notifiable Incident Form** that has been released to replace the previous (pre 2017) form.

Please note that recently (November 2016) the Office of the Chief Psychiatrist (OCP) introduced a new Notifiable Incident form for accommodation services. Both the OCP form and the MHC form are similar and those organisations which have both accommodation and other support services are therefore able to use either form to report to MHC. (OCP require the OCP form only)

1. Reporting requirements

- 1.1. All Community Managed Organisations (CMOs), including Private Psychiatric Hostels, funded by the Mental Health Commission (MHC) are required to notify the MHC of any Notifiable Incidents as soon as practicable and specifically within 48 hours for the death of an individual.
- 1.2. The attached revised Notifiable Incident Form should be used by all CMOs to report to the MHC.
- 1.3. The reporting of Notifiable Incidents is included in the General Provisions ([*General Provisions for the Purchase of Community Services by Public Authorities \(2012\)*](#)) which forms part of CMO service agreement with the MHC.

2. Definition of Notifiable Incidents¹

- 2.1. Notifiable Incidents include any deaths, serious incidents or serious complaints involving any individual(s) who uses funded services.
- 2.2. The following are examples of Notifiable Incidents that are required to be reported to MHC:
 - All Serious Incidents must be reported – this means any event that:
 - (i) results in or is likely to result in injury, illness or death of a service user or other service recipient or compromises the safety or welfare of a service user or other service recipient; or

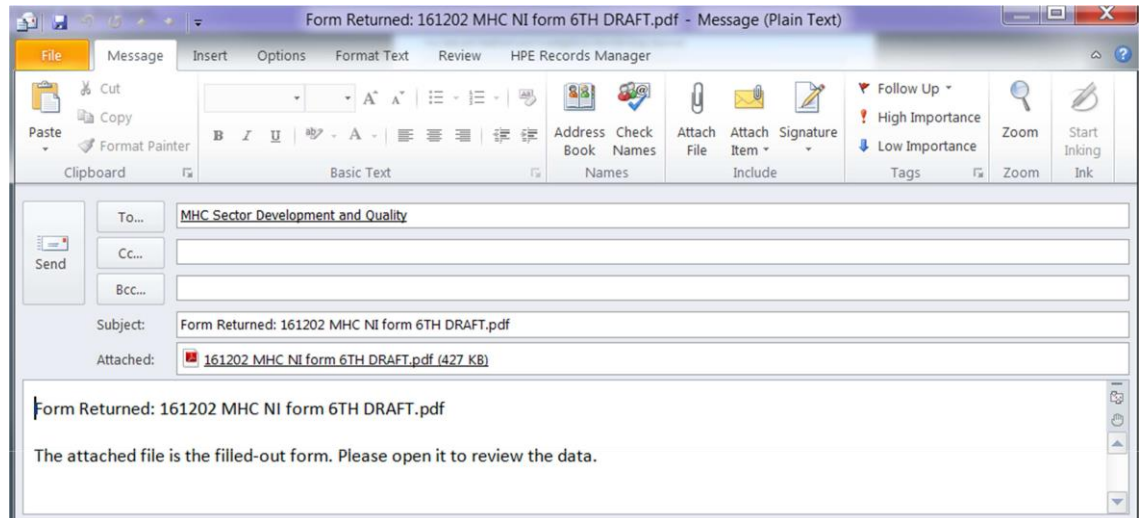
¹ Please note the definition of Notifiable Incident and Serious Incident are defined separately in the General Provisions 2012 which forms part of the Service Agreement with the Commission. Some examples of Serious Incidents have been added to the definition above as a guide for understanding.

- (ii) causes or is likely to cause a serious risk to the health, safety or welfare of a service user or other service recipient.
- Any reasonable suspicion, or allegations made, that unreasonable use of force on, or abuse of, the service user has occurred,
- Any reasonable suspicion, or allegations made, that unlawful sexual contact has occurred involving the service user;
- Serious self-harm by a service user – any self-inflicted bodily injury, including poisoning, of such a severity as to endanger, or likely to endanger life, or be likely to cause permanent injury to health;
- Attempted suicide by a service user;
- A consumer who is missing and is considered at serious risk of self-harm or harm to others;
- An error in any medication prescribed for, or administered or supplied to, the service user that has had, or is likely to have, an adverse effect on the person;
- Any other incident in connection with the provision of treatment or care to the service user that has had, or is likely to have, an adverse effect on the person;
- Serious or significant criminal activity involving a service user, which occurs either in the community or within the CMO facilities;
- Any incident which may receive attention by the media;
- Any serious complaints received by the CMO are also considered notifiable incidents and must be reported to MHC. A serious complaint is defined as a report of a serious adverse event which significantly compromises, or has the potential to significantly compromise, the health, safety or wellbeing of a consumer, carer or worker.

3. Reporting procedure for CMOs

- 3.1. All CMOs are required to report Notifiable Incidents as defined above to the MHC as soon as is practicable, or in the case of the death of a service user, within 48 hours.
- 3.2. All CMOs must use the Notifiable Incident Form to report Notifiable Incidents to MHC. The form can be downloaded from the MHC's website.
- 3.3. The new form is a writable PDF which can be emailed directly to the MHC.
- 3.4. The form has a password for added security when using email. The password is **MHC123**

- 3.5. When the form is completed, press the 'SUBMIT FORM' button which will create an email with the form as an attachment.
- 3.6. If you wish to email to another address (colleague) before sending the final of the form into the MHC, you can replace the MHC email address with the alternative email address. Following the second person's input into the form, the 'SUBMIT FORM' button can be used again to create the MHC email.



- 3.7. An accountable authority from the organisation must endorse the form before it is sent.
- 3.8. All CMOs are required to email or fax (Fax No: 65530400) the completed Notifiable Incident Form to MHC and other government departments (as required).
- 3.9. Where CMOs do not have an email or fax machine the completed form must be posted to the MHC as soon as possible. If the matter is urgent, then the CMO must inform the MHC by telephone.
- 3.10. If you need further clarification, please call Moya Fisher on 65530224

4. Investigation

- 4.1. Following the receipt of the Notifiable Incident Form, MHC (in discussion with other key stakeholders) will decide if a formal investigation into the practices of the CMO is required.
- 4.2. If an investigation is necessary, an independent investigator will be engaged by the MHC to carry out the investigation. The independent investigator will compile a report of their findings including any recommended actions and timeframes for implementation. A copy of the report will be provided to both the CMO and the MHC.

5. Implementation of recommendations from investigation

- 5.1. The MHC Contract Officer will discuss and clarify the recommendations from the report with the CMO.
- 5.2. The CMO will be required to provide a written report outlining the completed implementation of the recommendations to the Contract Officer. Extensions to the timeframe allocated to any recommendations are unlikely in these circumstances. If this is sought the organisation will be required to make the request in writing to the Commissioner for approval.
- 5.3. If the recommendations have not been adequately implemented, follow-up actions will be identified by relevant MHC staff (and other stakeholders if appropriate eg OCP, LARU) until a satisfactory resolution is reached.

Please Note:

The password is MHC123