Reportable incidents workflow
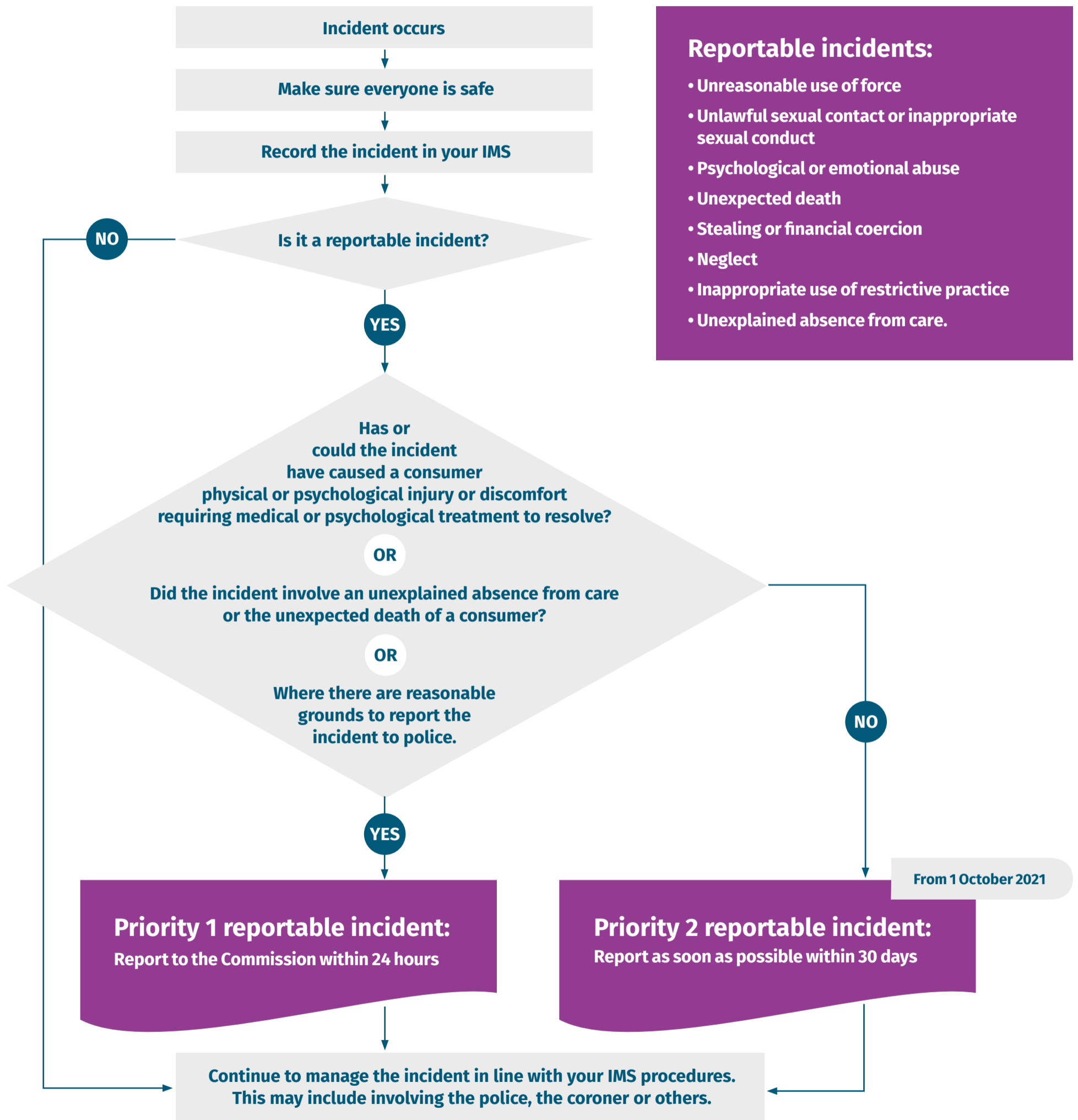
Take the following steps when an incident occurs in your aged care service:

Incident occurs

↓

Make sure everyone is safe

↓

Record the incident in your IMS

↓

Is it a reportable incident?

NO

YES

**Has or
could the incident
have caused a consumer
physical or psychological injury or discomfort
requiring medical or psychological treatment to resolve?**

OR

**Did the incident involve an unexplained absence from care
or the unexpected death of a consumer?**

OR

**Where there are reasonable
grounds to report the
incident to police.**

YES

NO

From 1 October 2021

Priority 1 reportable incident:

Report to the Commission within 24 hours

Priority 2 reportable incident:

Report as soon as possible within 30 days

**Continue to manage the incident in line with your IMS procedures.
This may include involving the police, the coroner or others.**

Reportable incidents should be reported to the Commission using the My Aged Care Provider Portal.

Reportable incidents:

- **Unreasonable use of force**
- **Unlawful sexual contact or inappropriate sexual conduct**
- **Psychological or emotional abuse**
- **Unexpected death**
- **Stealing or financial coercion**
- **Neglect**
- **Inappropriate use of restrictive practice**
- **Unexplained absence from care.**